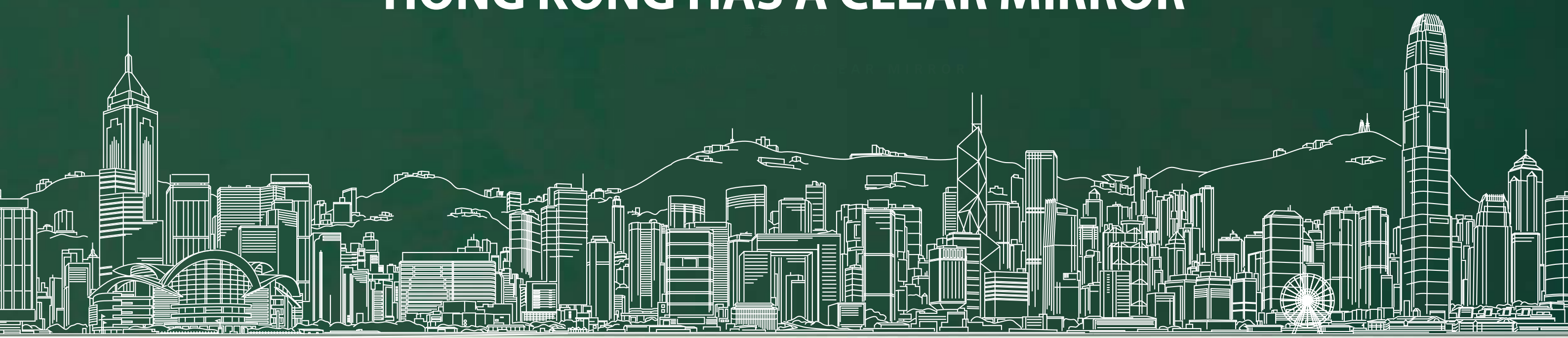
申訴專員年報
Annual Report of The Ombudsman
2023/24



香港有明鏡
HONG KONG HAS A CLEAR MIRROR



申訴專員公署
Office of The Ombudsman

中國香港

Hong Kong, China

理想 Vision

確保香港的公共行政公平和有效率，兼且問責開明，服務優良。

To ensure that Hong Kong is served by a fair and efficient public administration which is committed to accountability, openness and quality of service

使命 Mission

透過獨立、客觀及公正的調查，處理及解決因公營機構行政失當而引起的不滿和問題，以及提高公共行政的質素和水平，並促進行政公平。

Through independent, objective and impartial investigation, to redress grievances and address issues arising from maladministration in the public sector and bring about improvement in the quality and standard of and promote fairness in public administration

信念 Values

- 以公正客觀的態度進行調查
- 勇於承擔責任，為市民和在公署職權管轄範圍內的機構提供便捷的服務
- 對市民和機構尊重有禮
- 維持專業水平，切實履行公署各項職能

- Maintaining impartiality and objectivity in our investigations
- Making ourselves accessible and accountable to the public and organisations under our jurisdiction
- According the public and organisations courtesy and respect
- Upholding professionalism in the performance of our functions

本年度主要統計數字
Key Figures of the Year

78.4%
透過電子方式或傳真
by **electronic means** or **fax**

10.6%
透過郵件
by **post**



9.1%
親臨公署
in **person**

1.9%
致電公署
by **phone**

超標 Exceed Target	**100%** (目標 Target: 99%)	投訴個案因超出公署職權範圍，經初步評審後於**15個工作天**內結案 Complaints outside our statutory purview closed within **15 working days** after initial assessment
超標 Exceed Target	**86.5%** (目標 Target: 80%)	個案於**3個月**內完成調查或查訊後結案 Complaints concluded by investigation or inquiry within **3 months**
達標 Meet Target	**99.1%** (目標 Target: 99%)	複雜個案於**6個月**內完成調查或查訊後結案 Complex cases concluded by investigation or inquiry within **6 months**

2,344
經評審後結案
Closed after **assessment**

187
經調解後結案
Resolved by **mediation**

已完成的投訴個案
Complaints completed
4,397

1,771
經查訊後結案
Concluded by **inquiry**

95
經全面調查後結案
Concluded by **full investigation**

10 已完成的**主動調查行動**
Direct investigation operations completed

72 已完成的與**公開資料**有關的個案
Cases related to **access to information** completed

186 提出的**建議**
Recommendations given

8,599 接到的**查詢**
Enquiries received



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申訴專員導言
The Ombudsman's Introduction

公署即將踏入第35年，我將帶領公署全體人員謹守崗位，以無比幹勁和熱誠服務市民，把好關，定目標，求結果，為特區的美好將來繼續奮鬥。

On the doorstep of the 35th anniversary, I will lead the Office to serve the public with vigour and dedication. We shall set targets and strive for results, and perform our gatekeeping role conscientiously for the continuous betterment of the community.



隨着「口罩令」於2023年3月解除，2023/24年度是自2019冠狀病毒病疫情肆虐以來，特區民生全面復常的首個完整年度。

With the lifting of mask-wearing requirement in March 2023, the year 2023/24 is the first full year where lives in the Special Administrative Region have gone back to normality since the COVID-19 pandemic.

2023/24年度主要數字

Notable Figures in 2023/24

在年度內，我們接到的投訴有所減少，全年錄得共4,351宗投訴，數字為近五年來最低；其中，與疫情有關的投訴數目大減，由去年的766宗銳減至本年度的33宗，而當中表達的不滿及怨氣亦大幅度退減。我們完成處理了4,397宗投訴個案，並完全達到有關處理查詢和接收新投訴，以及重新評審和覆檢投訴個案等各方面的所有服務承諾。

This year, we saw a decline in incoming complaints and logged a total of 4,351 complaints, which is the lowest in the recent five years. In particular, we see a big drop in pandemic-related complaints: from 766 last year to 33 this year and the discontent and grievances expressed in these complaints were drastically less poignant. We completed 4,397 cases, and were able to achieve all our performance pledges in handling enquiries, new complaints, re-assessment and review of complaints.

以調解方式完成處理的投訴個案有187宗。調解特別適用於處理與疫情有關的投訴，故去年成功以調解方式處理的個案，數目為歷來最多。事實上，愈來愈多公營機構接受以調解方式迅速有效地解決投訴。與此同時，我們以全面調查方式處理了95宗需深入審研或涉及行政體制上的流弊的投訴個案，另外亦完成了十項主動調查行動。在這些全面調查及主動調查行動中，公署提出了共186項改善建議，其中逾九成已獲相關決策局及部門接納，其餘仍在考慮中。

A total of 187 cases were concluded by mediation. As pandemic-related cases were particularly suitable for mediation, hence we saw an unprecedented number of such cases last year. We can see that more public organisations are receptive to resolving complaints swiftly and efficiently through mediation. Meanwhile, we conducted full investigations into 95 cases, which required in-depth probing or involved systemic issues. This year, we also completed 10 direct investigation operations. In these full investigations and direct investigation operations, we made a total of 186 recommendations, more than 90% of which have already been accepted by the relevant bureaux and departments, while the rest are still under consideration.

工作重點

我們一直致力加深市民大眾對公署角色及服務的認識，讓申訴人知道他們有獨立、客觀持平的申訴途徑。儘管推廣宣傳的工作難免受到疫情影響，但公署藉着更有效地利用網站及各社交媒體渠道，保持對外接觸，讓外界能繼續知悉公署的動向。我們重新設計了更用者友善的公署網站及網上投訴表格，並於2023年9月展開了以「香港需要明鏡」為主題的宣傳活動，利用戶外廣告、公共交通工具的廣告位置及社交媒體等進行宣傳推廣。年度的申訴專員嘉許獎頒獎典禮亦回復以往規模，並繼續受到社會關注。除了定期舉辦學校外展講座，公署在2023年11月舉辦了「新『申』一代建構美好香港」廣告設計比賽，讓年青人更認識公署的工作；而我們參與新獲任命校長的領袖研討會一方面令他們更了解公署的職責，另一方面亦對他們的專業發展有裨益。

Highlights of Our Work

We have been enhancing community awareness of the role and services of The Ombudsman so that complainants would know that they can seek redress from an independent, objective and impartial channel. While promotion efforts were inevitably affected by the pandemic, we maintained exposure by making better use of our website and social media channels. We have redesigned our website and the online complaint form to make them more user-friendly. We launched a publicity campaign in September 2023 with the theme “Hong Kong needs a clear mirror”, making use of outdoor advertisings, advertising spaces of public transport and social media. The annual Ombudsman’s Awards Presentation Ceremony was held in full scale and continued to generate attention in the society. In addition to regular outreach talks to schools, we held a Youth Contest in November 2023 to increase awareness of our work among teenagers. Our involvement in the leadership forum for newly appointed principals also raised their awareness of our duties whilst contributing to their professional development.

我們透過提出針對性及可行的改善建議以解決行政失當所引起的問題，並監察建議的落實情況，鼓勵和推動政府部門及公營機構積極改善公共行政及投訴處理，以提升公共行政的質素及促進行政公平。過去五年，公署共提出了907項建議。這些建議包括促請有關部門及機構推行新的規管措施、改善現行的規管及執法程序和指引、加強跨部門協作及保護弱勢社群。這些建議涵蓋廣泛的民生問題，例如1823處理投訴及查詢、防治鼠患及滅蚊、阻街、在政府土地上棄置車輛、街道潔淨服務、街渡服務、舉報懷疑虐兒個案、智障兒童學校宿舍部，以及長者社區照顧服務券等。公署提出的建議當中逾九成已獲接納。令我們感到鼓舞的是決策局及部門均作出積極和正面的回應，且往往在公署尚未完成調查前已主動採取改善行動。

We have been fostering improvement in the quality and fairness in public administration by making pertinent and feasible recommendations to tackle issues arising from maladministration and monitoring their implementation, as well as encouraging and motivating Government departments and public organisations to proactively improve public administration and complaint handling. In the last five years, we have made a total of 907 recommendations. These recommendations would entail introducing new regulatory measures, improving existing regulatory and enforcement procedures and guidelines, strengthening multi-departmental collaboration, and protecting vulnerable groups. Our recommendations cover a wide range of issues affecting people's livelihood, such as 1823's handling of complaints and enquiries, rodent and mosquito prevention and control, street obstruction, abandoned vehicles on government land, street cleansing service, *kaito* ferry services, reporting of suspected child abuse cases, boarding sections of schools for children with intellectual disabilities, and community care vouchers for the elderly. More than 90% of our recommendations have been accepted. It is encouraging that bureaux and departments have all responded positively and proactively, often taking improvement actions even before we complete our investigations.

我們着力提高公署透明度及提升工作效率與質素。我們公布及發表更多投訴個案的調查報告，並在進行主動調查行動時蒐集市民的意見。過去五年，我們已將122個全面調查報告上載至公署網頁，並在網頁加入搜尋功能，便利市民閱覽這些報告。主動調查行動方面，除了完成調查行動後公布整份報告外，我們亦在展開行動初期即公開宣布並邀請市民提供意見及資料，並開始於網上直播公布行動結果的新聞發布會，讓市民可以同步觀看。內部方面，公署定期檢討及改善各項運作程序，確保工作方法合乎時宜。

We have been enhancing transparency, efficiency and quality of our work by announcing and publishing more investigation reports of complaint cases and seeking the views of the public when carrying out direct investigation operations. In the last five years, we have published a total of 122 full investigation reports on our website. We have also added a search function to further facilitate public access to relevant reports. For direct investigation operations, in addition to publishing the full reports upon completion, we declared all direct investigation operations to the public at the early stage and invited comments from members of the public. We have started live-streaming press conferences to announce findings of our direct investigation operations such that members of the public can watch them too. Internally, we have been regularly reviewing and enhancing various operational procedures to make sure that our practices are up-to-date.

我們致力改進科技基礎設備，加強職員培訓及知識管理，以鞏固及提升專業效能。公署持續分析員工的培訓需要，並根據分析結果訂定員工發展計劃，以建立並提高員工的工作效能。疫情加快了公署運用資訊科技的步伐，令公署即使在第五波疫情高峯期期間仍能如常運作，繼續為市民提供服務。我們現正着手令運作進一步數碼化並建立更高水平的智識庫，以應付未來需要。

We have been building our professional capacity through enhancing technological infrastructure, staff development and knowledge management. We have been analysing the training needs of our staff and devising staff development plans accordingly for capacity building. The pandemic has speeded up our use of information technology and enabled us to maintain our service to the public even at the peak of the fifth wave. We are now working on further digitalisation of operations and building a more sophisticated knowledge base to meet future needs.

我們亦更積極參與國際活動，出席海外申訴專員機構舉辦的大型國際研討會及會議。公署人員於去年前赴墨爾本、喀山和日惹出席國際會議及分享香港的經驗，並在亞洲申訴專員協會上一屆會員大會中再次獲選為該會秘書長。我們定會繼續與國際伙伴保持緊密聯繫，把握及珍惜每個交流和分享經驗的機會，説好香港故事，為特區做好推廣工作。

We have reinforced our international footprints by joining international conferences and meetings of ombudsman institutes. Staff members of the Office shared Hong Kong's experience in international conferences held in Melbourne, Kazan and Yogyakarta last year. Also, our Office was re-elected as Secretary of the Asian Ombudsman Association at its last General Assembly. We will no doubt continue to stay connected closely with international partners and cherish every opportunity for fruitful exchange, to tell good Hong Kong stories and promote the Special Administrative Region.

感謝之言

公署一直秉持獨立、客觀、公正的原則，致力確保特區的公共行政公平和有效率。我感謝公署全體人員及各位專家顧問在過去全力支持公署的工作。公署即將踏入第35年，我將帶領公署全體人員謹守崗位，以無比幹勁和熱誠服務市民，把好關，定目標，求結果，為特區的美好將來繼續奮鬥。

A Word of Appreciation

The Office has remained steadfast as an independent, objective and impartial organisation committed to ensuring that the Special Administrative Region is served by a fair and efficient public administration. I would like to thank my staff and my Advisers for their tremendous support rendered in the past. On the doorstep of the 35th anniversary, I will lead the Office to serve the public with vigour and dedication. We shall set targets and strive for results, and perform our gatekeeping role conscientiously for the continuous betterment of the community.

陳積志
申訴專員
2024年6月19日

Jack Chan
The Ombudsman
19 June 2024

職能及權力
Functions and Powers

公署的角色

申訴專員公署根據香港特別行政區法例第397章《申訴專員條例》（「《條例》」）成立，是專責監察香港特區的公共行政的獨立法定機構，角色包括：

Who we are

Established under The Ombudsman Ordinance (“the Ordinance”), Cap. 397 of the Laws of the Hong Kong Special Administrative Region, we serve as the community’s independent watchdog of public administration. We:

- 調查有關行政失當[1]的投訴
  investigate complaints of maladministration[1]
- 辨識行政體制上的不足之處
  identify administrative deficiencies
- 建議補救和改善措施，解決市民的不滿，並改善公共行政
  recommend remedial measures to redress grievances and improve public administration

公署的職能

調查投訴事宜

調查由申訴人提出，有關行政失當（包括違反《公開資料守則》（「《守則》」））的投訴。

主動調查行動

就可能引致不公的行政失當問題，進行主動調查行動。

調查對象限於《條例》附表1第1部及第2部所列的政府部門及公營機構。

（所列機構，參見**附錄1**）

What we do

Investigate COMPLAINTS

from aggrieved persons about maladministration (including non-compliance with the Code on Access to Information (“the Code”))

Carry out DIRECT INVESTIGATION OPERATIONS

where injustice may have been caused by maladministration

by Government departments and public organisations listed in Part 1 and Part 2 of Schedule 1 to the Ordinance.

(See **Appendix 1** for full list)

註1. 行政失當在《條例》第2條中已有定義，指機構行政欠效率、拙劣或不妥善，包括不合理的行為；濫用權力或權能；不合理、不公平、欺壓、歧視或不當地偏頗的程序及拖延；無禮及不為他人着想的行動。

Note 1. Maladministration is defined in section 2 of the Ordinance. It means inefficient, bad or improper administration including unreasonable conduct; abuse of power or authority; unreasonable, unjust, oppressive or improperly discriminatory procedures and delay; discourtesy and lack of consideration for a person.

不受公署調查的事宜

- 投訴所涉機構不在《條例》附表1之列
- 投訴所涉機構列於《條例》附表1第2部但投訴事項與《守則》無關
- 與以下行動有關的投訴
  - 保安、防衛或國際關係
  - 行政長官親自作出的行動
  - 行政長官行使權力赦免罪犯
  - 政府頒授勳銜、獎賞或特權
  - 法律程序或檢控決定
  - 合約或商業交易
  - 人事方面的事宜
  - 有關施加或更改土地權益條款的決定
  - 與《香港公司收購、合併及股份回購守則》有關的行動
  - 香港輔助警察隊、香港警務處或廉政公署就防止及調查任何罪行而採取的行動

What we cannot investigate

- complaints against organisations not listed in Schedule 1 to the Ordinance
- complaints against organisations listed in Part 2 of Schedule 1 to the Ordinance about matters unrelated to the Code
- complaints relating to
  - security, defence or international relations
  - actions by the Chief Executive personally
  - exercise of power by the Chief Executive to pardon criminals
  - grant of honours, awards or privileges by Government
  - legal proceedings or prosecution decisions
  - contractual or other commercial transactions
  - personnel matters
  - imposition or variation of conditions of land grant
  - actions in relation to the Hong Kong Codes on Takeovers and Mergers and Share Buy-backs
  - Crime prevention and investigation actions by the Hong Kong Auxiliary Police Force, the Hong Kong Police Force or the Independent Commission Against Corruption

公署不得展開或繼續調查的投訴個案

- 投訴人對投訴事項已實際知悉超過24個月
- 投訴由匿名者提出
- 投訴人無從識別或下落不明
- 投訴並非由感到受屈的人士或適當代表提出
- 投訴人及投訴事項與香港並無任何關係
- 投訴人有權利根據法律程序提出上訴或尋求補救辦法
- 以前曾調查性質相近的投訴，而結果顯示並無行政失當之處
- 投訴關乎微不足道的事
- 投訴事屬瑣屑無聊、無理取鬧或非真誠作出
- 因其他理由而無須調查（例如：缺乏表面證據、所涉機構正採取行動，或投訴人只是表達意見）

We shall not undertake or continue an investigation into a complaint if

- the complainant has had actual knowledge of the subject of complaint for more than 24 months
- the complaint is made anonymously
- the complainant cannot be identified or traced
- the complaint is not made by the person aggrieved or suitable representative
- subject of complaint and complainant have no connection with Hong Kong
- statutory right of appeal or remedy by way of legal proceedings is available to the complainant
- investigation of similar complaints before revealed no maladministration
- subject matter of the complaint is trivial
- the complaint is frivolous or vexatious or is not made in good faith
- investigation is for any other reason unnecessary (such as lack of *prima facie* evidence, the organisation involved is already taking action, or the complainant is just expressing opinions)

公署獲賦予的權力

- 斷定投訴是否妥當地提出
- 進行初步查訊以斷定是否展開調查
- 若符合公眾利益，展開或繼續調查已撤回的投訴
- 若雙方同意，以調解方式處理不涉及行政失當或只涉及輕微行政失當的投訴
- 向專員認為適當的人獲取資料、文件或物件並作出查詢
- 傳召任何人以獲取調查有關的證據，並可為此而監誓
- 進入及視察任何機構所佔用、管理或控制的任何處所
- 對投訴下結論，並提出建議
- 向所涉機構的首長作出調查報告；如適宜，亦可向行政長官作出報告

The powers we have

- determine whether a complaint is duly made
- conduct preliminary inquiries for the purposes of determining whether to undertake an investigation
- undertake or continue investigation notwithstanding withdrawal of complaint if it is in the public interest to do so
- dealing with complaints by mediation if the subject matter involves no or minor maladministration, subject to mutual agreement by the parties concerned
- obtain information, document or things from such persons and make such enquiries as the Ombudsman thinks fit
- summon any person to obtain evidence related to investigation, and may administer an oath for this purpose
- enter and inspect any premises occupied, managed or controlled by any organisation
- decide on complaints and make recommendations
- report the results of investigations to the head of organisation concerned, or if appropriate to the Chief Executive

保密規定

- 專員及其屬下所有人員，以至於公署的顧問，均須遵守保密條文，不得披露任何有關投訴及調查的資料。
- 專員可基於公眾利益，在不披露所涉人士身份的情況下就任何調查發表報告。

How we maintain secrecy

- The Ombudsman and all his staff and advisers are bound by the Ordinance to maintain secrecy for all matters of any complaint and investigation
- The Ombudsman may in the public interest publish a report on any of his investigations without disclosing the names of the persons involved

罪行

任何人

- 無合法辯解而妨礙、阻撓或抗拒專員根據《條例》行使權力；
- 無合法辯解而不遵從專員根據《條例》作出的合法要求；或
- 於專員根據《條例》行使權力時，向其作出明知為虛假或不信為真的陳述，或以其他方式明知而誤導專員，

即屬犯罪，可處罰款及監禁。

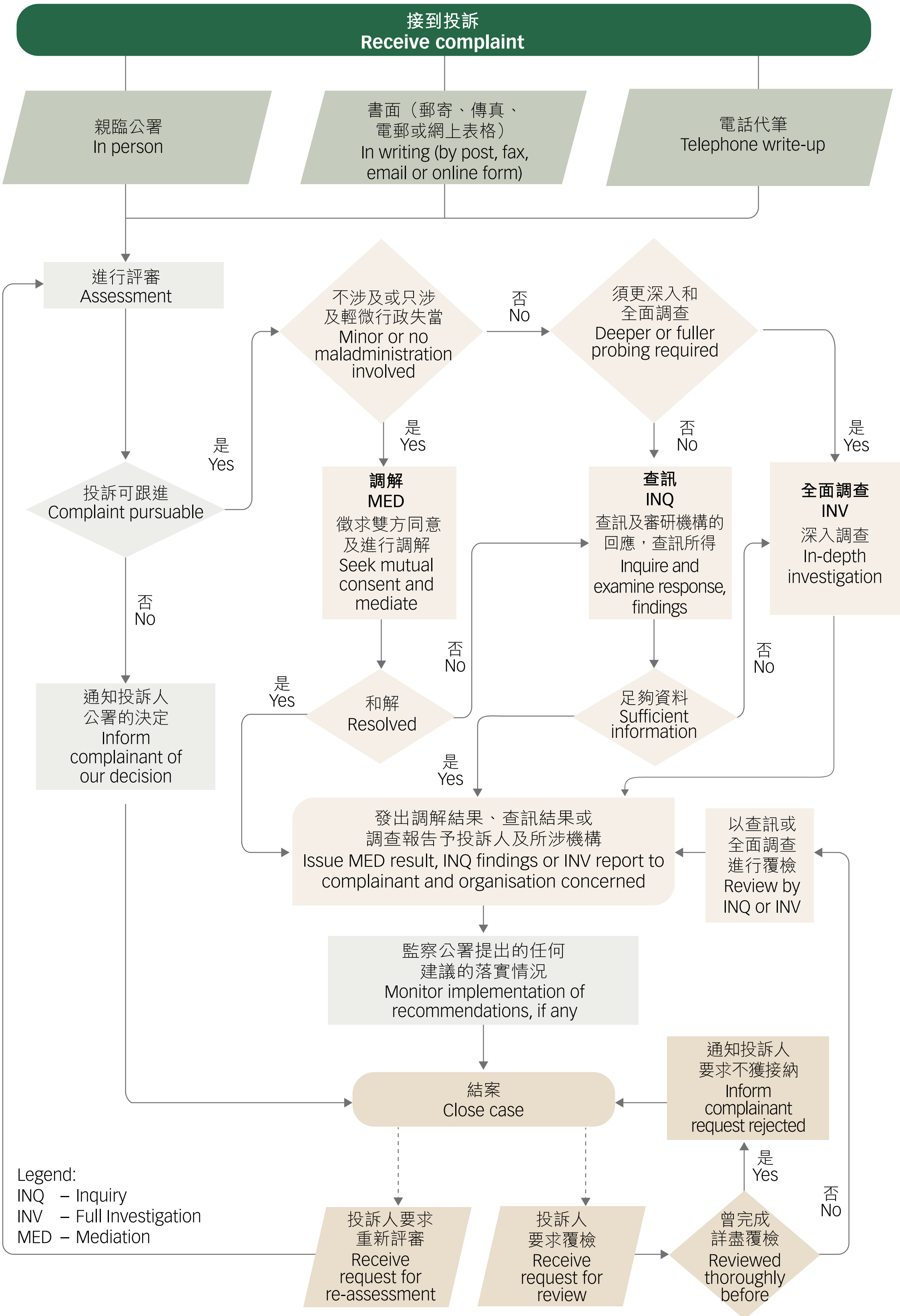
Offences

Any person who

- without lawful excuse, obstructs, hinders or resists the Ombudsman in the exercise of his powers under the Ordinance;
- without lawful excuse, fails to comply with any lawful requirement of the Ombudsman under the Ordinance; or
- makes a statement which he knows to be false or does not believe to be true, or otherwise knowingly misleads the Ombudsman in the exercise of his powers under the Ordinance,

commits an offence and is liable to a fine and imprisonment

處理投訴流程圖
Flow Chart on Handling of a Complaint



主動調查行動
Direct Investigation Operations

申訴專員有權就可能引致不公的行政失當問題，主動展開調查行動。觸發我們展開主動調查行動的，均是一些廣受社會關注或牽涉重大的公眾利益的課題，當中懷疑存在系統性的流弊，必須改善。

The Ombudsman may, of his own volition, initiate direct investigation ("DI") operations where injustice may have been caused by maladministration. Our DI operations may be prompted by topical issues of community concern or significant public interest indicative of suspected systemic problems which need to be rectified.

展開主動調查行動

Launching Direct Investigation Operations

在決定是否對某課題展開主動調查行動前，公署通常會進行初步查訊。若查訊結果顯示有需要作進一步研究，我們會展開主動調查行動。視乎情況，我們可無須先進行初步查訊，便直接展開主動調查行動。

Before deciding whether or not to launch DI operations into an issue, we usually conduct a preliminary inquiry. If the inquiry points to the need for further study, we will commence DI operations. Where the circumstances warrant, we may launch DI operations without conducting a preliminary inquiry.

一般而言，如決定就某課題展開主動調查行動，我們會作公布並徵詢公眾意見。進行主動調查時，公署會按照一貫做法向相關機構索取資料，亦會視乎主動調查行動課題的性質，決定是否邀請相關界別的人士及業內專家提供意見。

In general, we will publicly announce our commencement of DI operations and invite members of the public to provide information and views on the topics under investigation. Apart from seeking information from the organisations concerned like we normally do for complaint investigation, we may, depending on the nature of the subject under study, invite views from relevant sectors and experts.

在展開主動調查行動時及總結有關調查前，公署通常會與所涉機構的高層人員認真討論我們的觀察所得及意見。這類交流有助澄清疑問及更深入地探討相關問題。

We often seriously discuss our observations and views with senior officers of the organisations under investigation, at the outset as well as before conclusion. Such exchanges are useful in clarifying points of doubt and furthering insight into the issues.

發表調查報告

Publication of Reports

申訴專員如認為將主動調查行動報告公布是符合公眾利益的，可在新聞發布會或透過新聞公報發表調查報告，並上載到公署網站。

If the Ombudsman considers it to be in the public interest to publish a DI report, he may announce the findings at media conferences or through press releases, and upload the report to our website.

公署的主動調查行動並非每次都以有關機構有嚴重行政失當為結論，而部分事涉機構在公署進行調查期間可能已經採取了適當的補救或改善措施。不過，我們相信市民大眾仍然希望知道公署已完成的工作和調查所得。故此，公署會以不同形式發表所有主動調查行動報告。

Naturally, our DI operations may not all come to a conclusion that there is serious maladministration on the part of the organisations concerned, and some organisations may have taken remedial or improvement measures in the course of our investigation. Nevertheless, the public would still wish to know what we have done and what we have found. Hence, all our DI reports are published in one way or another.

本年度，公署完成了十項主動調查行動，當中八項的調查結果已於新聞發布會上公布，其餘兩項則透過新聞公報發表，而所有主動調查行動報告均已上載公署網頁。在年度內完成的主動調查行動一覽見以下圖表，報告摘要則載於**附錄4**。

During the year we completed ten DI operations, with eight reports publicly announced at press conferences and the rest through press releases. The reports of all DI operations were uploaded to our website. A full list of DI operations completed during the year is in the table below, and the case synopses are in **Appendix 4**.

在2023/24年度，
In 2023/24,

公署完成了
We completed **10** 項主動調查行動
DIRECT INVESTIGATION OPERATIONS

公署提出了
We made **106** 項建議
RECOMMENDATIONS

DI/456	有關路旁殘疾人士專用泊車位的措施及使用情況	Measures and Usage of On-street Parking Spaces Designated for People with Disabilities
DI/457	長者社區照顧服務券試驗計劃	Pilot Scheme on Community Care Service Voucher for the Elderly
DI/458	教育局對智障兒童學校宿舍部的監管	Education Bureau's Monitoring of Boarding Sections of Schools for Children with Intellectual Disabilities
DI/459	政府對新界豁免管制屋宇欠妥排污設施的執管	Government's Enforcement against Defective Sewage Works of New Territories Exempted Houses
DI/461	1823處理投訴及查詢的成效	Effectiveness of 1823 in Handling Complaints and Enquiries
DI/462	有關房屋署「長者住屋」及「改建一人單位」的安排	Housing Department's Arrangements for Housing for Senior Citizens and Converted One-person Units
DI/463	有關政府土地上樹木投訴的處理	Handling of Complaints Involving Trees on Government Land
DI/465	康樂及文化事務署轄下戶外遊樂和康體設施的保養與維修	Repairs and Maintenance of Outdoor Recreational and Sports Facilities under Leisure and Cultural Services Department
DI/466	食物環境衞生署對持牌泳池的監管	Regulation of Licensed Swimming Pools by Food and Environmental Hygiene Department
DI/467	食物環境衞生署對以售賣機出售熱存／冷存食物及非預先包裝飲品的規管	Food and Environmental Hygiene Department's Regulation over Sale of Food in Hot/Cold Holding and Non-prepackaged Beverages by Means of Vending Machine

投訴
Complaints

整體投訴及查詢

2023/24年度是自2019冠狀病毒病疫情後，公共服務恢復正常的首個完整年度。本年度，我們共收到4,351宗投訴，是較低的水平。與疫情有關的投訴按年由766宗鋭減至33宗。

Overall Complaints and Enquiries

The year 2023/24 signified the first full year where public services returned to normalcy since the COVID-19 pandemic. This year, we received 4,351 cases of complaints, which is relatively low. Pandemic-related complaints plummeted from 766 to 33 year on year.

接到的投訴 Total Complaints Received	**4,351**
• 一般投訴 Normal Complaints	4,205
• 同類主題投訴 Topical Complaints	146
已完成的投訴 Total Complaints Completed	**4,397**
• 一般投訴 Normal Complaints	4,246
• 同類主題投訴 Topical Complaints	151
接到的查詢 Total Enquiries Received	**8,599**

連同由上年度轉入的628宗投訴個案，公署在本年度須處理共4,979宗投訴，並完成了當中的4,397宗，582宗將會在下年度完成。

Together with 628 cases brought forward from last year, we had a total of 4,979 complaint cases for processing this year and we completed 4,397 of them; 582 cases were carried forward for completion next year.

已完成處理的投訴

我們在本年度完成處理4,397宗投訴個案，佔整年需處理總數的88.3%。

在已完成處理的投訴當中，有2,053宗是已跟進並結案，其餘2,344宗個案經評審後結案。

已跟進並結案的個案的處理方式如下：

Complaints Completed

We completed processing 4,397 cases, i.e., 88.3% of all for processing this year.

Among the complaints processed, 2,053 were pursued and concluded and 2,344 were closed after assessment.

The distribution of cases pursued and concluded by mode of handling was as follows:

查訊 By Inquiry	1,771 (86%)
全面調查 By Full Investigation	95 (4.6%)
調解 By Mediation	187 (9.1%)
已跟進並結案的投訴個案總計 Complaints Pursued and Concluded in Total	2,053 (100%)

其餘的個案（2,344宗）經評審後結案，當中包括投訴缺乏充分理據（1,470宗，或62.7%），或超出公署職權範圍或《條例》（874宗，或37.1%）。

詳細個案數字請參閱**附錄3**。

按機構排列的投訴個案數字，載於**附錄5**。

The rest of complaints handled (2,344) were closed after assessment due to insufficient grounds to pursue the complaint (1,470 or 62.7%) or outside our statutory purview (874 or 37.1%).

Detailed caseload statistics are given in **Appendix 3**.

A detailed breakdown of cases by organisations is in **Appendix 5**.

投訴方式 Mode of Lodging Complaints

電子方式提出的投訴 Through Electronic Means	郵寄 By Post	親臨公署 In Person	電話 By Phone	傳真 By Fax
77.2%	10.6%	9.1%	1.9%	1.1%

年內，38.0%的投訴是經由公署網站提出。自公署優化網站的網上投訴表格，循該渠道提出的投訴持續上升。

This year, 38.0% of complaints were lodged through our website. With the enhancements to the online complaint form on our website, more complaints had been lodged through this channel.

投訴的主要原因 Major Causes of Complaints

根據投訴人所提出的指稱作統計，市民作出投訴的五大原因如下：

Based on the allegations made by complainants, the top five causes of complaints were:

出錯、意見或決定錯誤 Error, wrong advice or decision	監管不力 Ineffective control	延誤或沒有採取行動 Delay or inaction	沒有回應投訴 Lack of response	職員態度 Staff attitude
43.0%	14.7%	12.7%	10.3%	4.7%

一般投訴及同類主題投訴 Normal Complaints and Topical Complaints

公署接到的4,351宗投訴之中：

Among the 4,351 complaints we received:

一般投訴個案 Normal complaints	4,205
同類主題投訴從屬個案 Secondary cases of topical nature	146

在由上年度轉入和年度內接到的一般投訴個案中，我們完成處理的一般個案共4,246宗。其中，有2,045宗（佔48.2%）已跟進並結案，其餘2,201宗（佔51.8%）則由於投訴缺乏充分理據，或超出公署職權範圍或《條例》，經評審後已結案。

Among the normal complaints received and with complaints carried over from last year, we had completed 4,246 normal cases. Of them, 2,045 (48.2%) were pursued and concluded and 2,201 (51.8%) were assessed and closed by reason of insufficient grounds, or outside our statutory purview.

本年度公署接到的同類主題投訴，主要如下：

- 就某虛擬資產交易平台處理不公（88宗）
- 沒有回應某發展項目的反對意見（28宗）

Key groups of topical complaints received by the Office this year include:

- Unfair treatment to a virtual asset trading platform (88 cases)
- Lack of reply to objection to a development project (28 cases)

查訊及全面調查

Inquiry and Full Investigation

查訊

Inquiry

《條例》訂明，申訴專員如認為適當，可先進行「初步查訊」，以決定應否就投訴展開全面調查。考慮到投訴人的利益，我們以這種較快捷的初步查訊方式處理一般性質的投訴個案，而不一定進行需時較長的全面調查。我們把這種處理方式歸納為「查訊」。

The Ordinance provides that for the purposes of determining whether to undertake a full investigation, the Ombudsman may conduct such "preliminary inquiries" as he considers appropriate. In the interest of complainants, we often use this procedure to resolve complaint cases of a general nature more quickly, without unnecessarily resorting to the more time-consuming action of full investigation. For simplicity, we call this "inquiry".

在1,771宗以查訊方式結案的個案中，我們在335宗（佔18.9%）中發現事涉機構有不足之處。有關以查訊方式結案的投訴個案的詳細統計數字，載於**附錄6**。

Among the 1,771 inquiry cases concluded, inadequacies were found in 335 (18.9%). Detailed statistics of complaints concluded by inquiry are given in **Appendix 6**.

全面調查

Full Investigation

投訴個案如較為複雜、涉及原則性問題、嚴重行政失當、極不公平的情況、行政體制上的流弊或程序上的缺失，或公署認為有必要對個案作更深入和全面的調查，我們會展開全面調查。

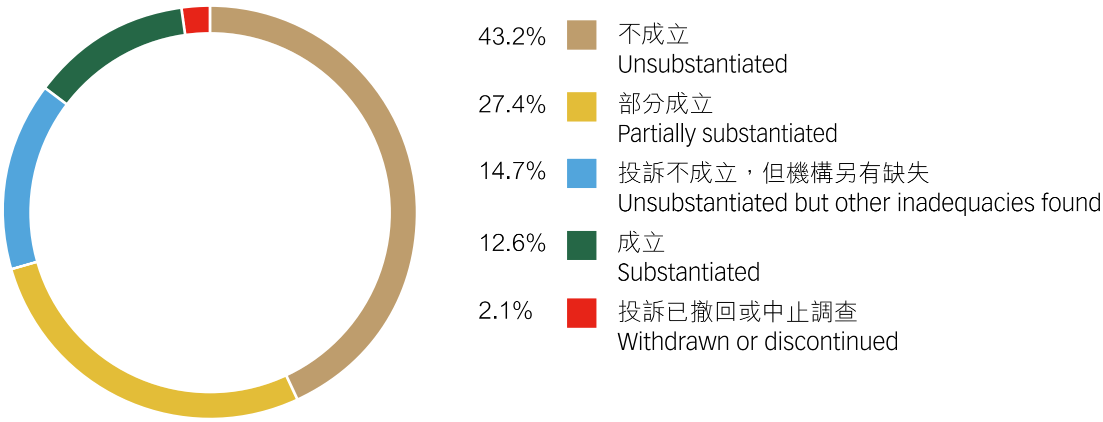
For complex cases which appear to involve issues of principle, serious maladministration, gross injustice, systemic flaws or procedural deficiencies, or simply require deeper and fuller probing, we will conduct full investigation.

投訴
Complaints

在本報告年度，申訴專員以全面調查方式結案的投訴個案共有95宗，結果如下：

In the year, we conducted 95 full investigations. Results are as follows:

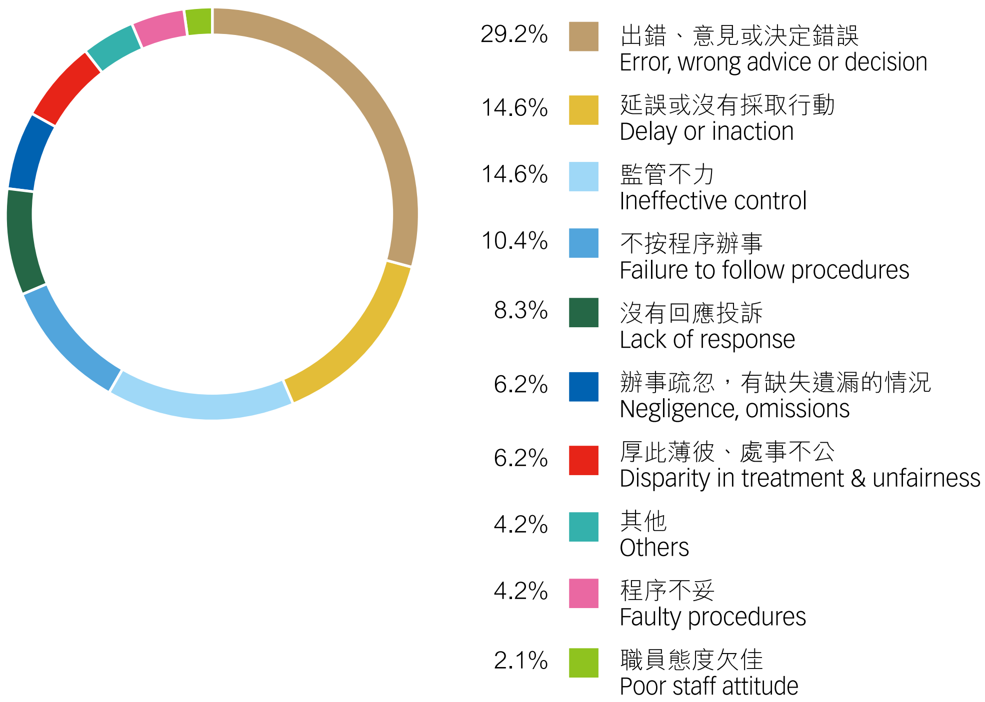
經全面調查結案的投訴個案結果
Results of Complaints Concluded by Full Investigation



上圖顯示，經全面調查結案的投訴個案中，佔54.7%的結論是「成立」、「部分成立」或「投訴不成立，但機構另有缺失」。

As shown above, 54.7% of the complaints concluded by full investigation were substantiated, partially substantiated or unsubstantiated but with other inadequacies found.

經全面調查後確定的行政失當類別
Forms of Maladministration Substantiated by Full Investigation



公署在完成全面調查後，提出了共80項建議。截至2024年3月31日，有67項建議已獲所涉部門或機構接納並同意落實，其餘13項則尚在考慮中。

We made 80 recommendations upon completing the full investigations with 67 accepted by the concerned departments or organisations for implementation and 13 under consideration as at 31 March 2024.

經全面調查後結案的個案索引載於**附錄7**。

An index of cases concluded by full investigation is in **Appendix 7**.

經全面調查後結案的個案撮要選錄載於**附錄8**。

Summaries of selected cases concluded by full investigation is in **Appendix 8**.

重新評審個案及覆檢個案

Re-assessment and Review of Cases

在年度內，公署重新評審了257宗個案，其後就當中150宗個案重新展開查訊。此外，我們覆檢了102宗個案，就其中101宗個案維持原來的決定。

During the year we re-assessed 257 cases, with 150 cases subsequently re-opened. Moreover, we reviewed 102 cases. Conclusions were upheld for all these cases except one.

2023/24年度履行服務承諾的統計數字

在本年度，我們在處理查詢、投訴、重新評審和覆檢方面的所有服務指標均已完全達到。

Achievement of Performance Pledges 2023/24

All targets of our service standards in handling enquiries, complaints, re-assessment and review of complaints were fully met.

投訴 **Complaints**	服務標準 **Service Standard**	承諾指標 **Target**	達標率 **Achievement**
認收投訴個案 Acknowledge receipt of a complaint	5個工作天內 Within 5 working days	99%	100% （超標） (exceed target)
超出公署職權範圍，經初步評審後結案的投訴個案 Close a complaint case which is outside our statutory purview after initial assessment	10個工作天內 Within 10 working days 15個工作天內 Within 15 working days	90% 99%	99.7% （超標） (exceed target) 100% （超標） (exceed target)
完成投訴個案 Conclude a complaint case	3個月內 Within 3 months 6個月內 Within 6 months	80% 99%	86.5% （超標） (exceed target) 99.1% （達標） (meet target)

查詢 **Enquiries**	服務標準 **Service Standard**	承諾指標 **Target**	達標率 **Achievement**
答覆書面查詢 Reply to a written enquiry	5個工作天內 Within 5 working days 10個工作天內 Within 10 working days	95% 99%	100% （超標） (exceed target) 100% （超標） (exceed target)

重新評審和覆檢投訴 **Re-assessment and review of complaints**	服務標準 **Service Standard**	承諾指標 **Target**	達標率 **Achievement**
完成重新評審個案 Complete re-assessment of a complaint case	1個月內 Within 1 month 2個月內 Within 2 months	95% 99%	100% （超標） (exceed target) 100% （超標） (exceed target)
完成覆檢投訴個案 Complete review of a complaint case	3個月內 Within 3 months 6個月內 Within 6 months	70% 90%	78.8% （超標） (exceed target) 97.1% （超標） (exceed target)



司法覆核及訴訟

投訴人如不滿意公署的決定，除了可要求公署覆檢其個案外，亦可入稟法院提出司法覆核。在年度內，法院經聆訊後就三宗涉及申訴專員的訴訟頒布判案書。所有司法覆核案件均裁決公署勝訴。

Judicial Review and Litigation

A complainant not satisfied with this Office's conclusion may, apart from requesting a review by this Office, seek a judicial review by the court. During the year, three litigation cases against The Ombudsman were heard by the court with judgments handed down. All judicial review cases have been ruled in this Office's favour.

訴訟案件概述 **Brief description of the litigation case**	判決 **Judgement by the court**
投訴人不滿申訴專員以《條例》第8條及附表2為依據不受理其投訴的決定，申請司法覆核許可。 A complainant applied for leave to apply for judicial review against The Ombudsman's decision on not taking up his complaint on the basis of section 8 and Schedule 2 of the Ordinance.	• 原訟法庭於2022年11月拒絕其申請。 • 申請人就該項決定申請上訴許可，上訴法庭於2023年11月駁回其申請，並頒令申訴專員獲得訟費。 • 申請人就上訴法庭的決定申請上訴許可，案件仍在進行中。 • The application was refused by the Court of First Instance in November 2022. • In November 2023, the Court of Appeal dismissed the Applicant's application for leave to appeal against the Court's decision with costs awarded to The Ombudsman. • Applicant's application for leave to appeal against the decision of the Court of Appeal is in progress.
投訴人就申訴專員處理其投訴時向非其投訴對象的機構查詢，申請司法覆核許可。 A complainant applied for leave to apply for judicial review against The Ombudsman's handling of his complaint by making an enquiry with an entity which was not subject to his complaint.	• 原訟法庭於2022年12月拒絕其申請。 • 申請人就該項決定申請上訴許可。上訴法庭於2023年8月駁回其援引新證據的申請，並頒令申訴專員獲得訟費。 • 申訴專員接納申請人撤銷法律程序的要求，並於2024年2月獲法庭批准。 • The application was refused by the Court of First Instance in December 2022. • Applicant applied for leave to appeal against the Court's decision. His application to adduce new evidence was dismissed by the Court of Appeal in August 2023 with costs awarded to The Ombudsman. • The Ombudsman accepted the Applicant's request to dismiss the proceedings and approval from the Court was obtained in February 2024.
投訴人就申訴專員不受理其投訴提出民事申索。 A complainant made a civil claim against The Ombudsman for not taking up his complaint.	• 於2023年11月，原訟法庭基於該項申索屬瑣屑無聊、無理纏擾和濫用法律程序為由，剔除其申索，並頒令申訴專員獲得訟費。 • 原訟人就該項決定申請上訴許可，案件仍在進行中。 • The claim was struck out by the Court of First Instance in November 2023 on the grounds of being frivolous, vexatious and abuse of process with costs awarded to The Ombudsman. • Plaintiff's application for leave to appeal against the Court's decision is in progress.

調解
Mediation

何謂調解

調解是有效的排解糾紛方法，可以快捷及平和地解決不涉及或只涉及輕微行政失當的投訴個案。

What is Mediation?

Mediation is an efficient and amiable means of dispute resolution which can resolve complaints involving minor or no maladministration.

調解的好處
Advantages of Mediation

快捷 Efficient	非對立 Non-adversarial	解決爭議為本 Solution-focused	達致雙贏 Win-win

調解程序
Procedures of Mediation

1. 物色適合以調解方式處理的個案
   Identify suitable cases for mediation
2. 先徵求投訴人和被投訴機構自願參與的同意
   Seek prior consent from both the complainant and the organisation under complaint for voluntary participation
3. 以面談、電話或線上形式進行調解
   Conduct mediation in person, through telephone or online
4. 討論問題並尋求可行的解決方案
   Discuss problems and explore possible options for resolution

達成雙方均接受的和解協議
Reach a mutually acceptable settlement agreement

或
OR

調解若不成功，另派個案主任重新審研投訴內容
Assign another case officer to take over the complaint and examine it afresh in case of unsuccessful mediation

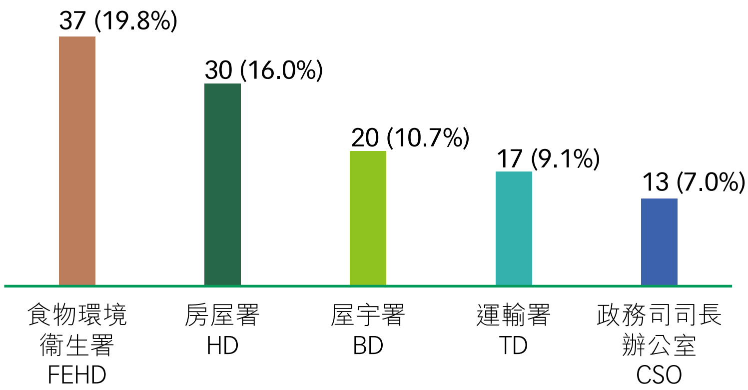
公署的工作表現

在本年度，公署的調解工作再次取得令人鼓舞的成績，成功調解了187宗投訴。

Our Performance

This year marked another fruitful chapter in our mediation endeavours, in which we resolved 187 complaints by mediation.

最多成功調解個案的五間機構（2023/24年度）
Top Five Organisations with Complaints Resolved by Mediation (2023/24)

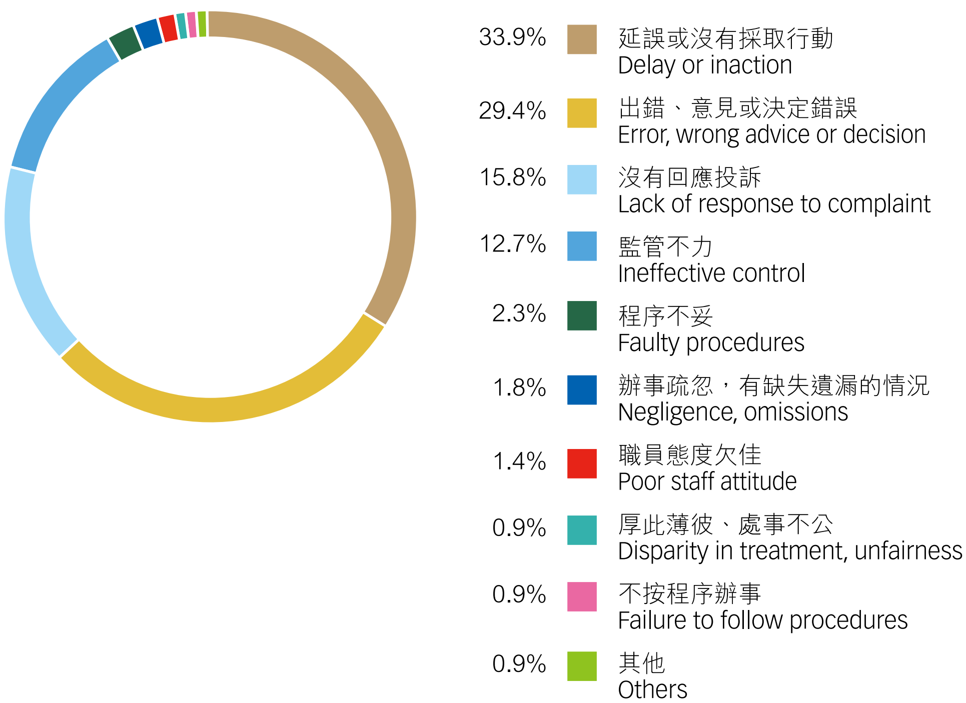


部門及機構英文全稱載於**附錄1**。
Full names of departments and organisations are in **Appendix 1**.

調解有助迅速並圓滿地解決投訴。在2023/24年度，以調解方式結案的投訴個案平均僅需時13.5天。

By conducting mediation, complaints could be resolved amicably within a short period of time. In 2023/24, the average time taken to resolve a complaint by way of mediation was 13.5 days.

成功調解個案的性質（2023/24年度）
Nature of Complaints Resolved by Mediation (2023/24)



用者的正面回饋

調解成功後，公署會以問卷調查方式邀請投訴人及參與機構分享對公署調解服務的意見。在本年度，逾92%交回問卷的投訴人及參與機構表示滿意公署的調解服務及逾94%表示滿意公署調解員的表現。部分評語摘錄如下：

Positive Feedback from Users

Upon successful conclusion of mediation, we invited the complainants and participating organisations to share their feedback with us through our questionnaire survey. Over 92% of the respondent complainants and participating organisations were satisfied with our mediation service and over 94% were satisfied with the performance of our mediators. Some of the comments we received are as follows:

「調解安排令困擾本人多月的事件得以完滿解決，萬分感謝！上述服務既專業及有效率，當然值得讚賞及繼續推行！」

“Your services will definitely alleviate grievances of complainants created by red tape and rigid routine deficiencies.”

「十分感謝貴署能迅速有效率地為本人作出協調，為市民爭取合理的社會福利。」

“Extremely helpful & polite, and most of all professional, save a lot of efforts for us.”

「貴署的調解非常迅速有效，我們十分歡迎及支持貴署以調解方式轉介更多個案予部門處理，以助迅速有效地解決投訴人面對的問題。」

“It is my great pleasure to appreciate your staff’s invaluable service. Her efficient service in handling my case has made a successful settlement.”

「感謝您在調解過程中的專業知識和豐富經驗，您耐心和細心地聽取我們雙方的陳述後準確地掌握問題核心，為了避免進一步的衝突，並提出了合理的解決方案，您出色的表現讓我深感敬佩和感激。」

“We deeply appreciate the open lines of communication and regular updates provided by your office. We are truly grateful for the effort taken by your team to help us resolve the complaint.”

「以調解形式處理有關投訴，為快捷及有效的方式解決有關投訴。十分支持採用調解方式解決投訴人不滿意的問題。貴公署調解員的專業知識和技能、中立性和公正性、溝通和談判技巧、解決衝突的能力以及調解過程的管理都對個案調解的結果產生重要及正面的影響，感謝是次調解員的專業協助，最終促進和諧的解決方案。經貴公署透過調解後，使個案得以迅速解決，締造了省時及有效率的雙贏效果。」

「貴署是本人這輩子體驗過最好的政府機構，希望貴署能大力宣傳，使香港市民都能知道有這麼好的為市民服務的機構，讓市民心中希望之光永存。」

「調解方式提供了一種快速、成本效益等等好處的方案。十分支持採用調解方式解決投訴人的問題。調解員在調解過程中有重要的影響，感謝是次調解員的專業協助，讓此個案可順利調解成功。」

調解獎

公署自2018年起在申訴專員嘉許獎計劃下增設調解獎，以表揚致力參與調解及表現卓越的機構。

Award on Mediation

To acknowledge the participating organisations' commitment to and excellence in mediation, we have introduced an Award on Mediation in The Ombudsman's Award since 2018.

2018 – 房屋署 Housing Department

積極回應公署提出以調解方式處理個案的建議。

For proactive attitude towards our invitation to mediation.

2019 – 食物環境衞生署 Food and Environmental Hygiene Department

採取務實態度，與投訴人探討解決問題的雙贏方案。

For adopting a pragmatic approach in exploring win-win solutions by jointly resolving problems with the complainants.

2020 – 在職家庭及學生資助事務處 Working Family and Student Financial Assistance Agency

迅速回應投訴人關注的事項，亦提出務實及具建設性的方案以解決投訴。

For swiftly responding to the complainants' concerns and providing pragmatic and constructive suggestions for complaint resolution.

2021 – 屋宇署 Buildings Department

以清晰淺白的用語向投訴人解釋其執法政策、程序，以至實地視察技術的細節，從而消除誤會及爭議，找出解決方法。

For explaining to complainants in clear and plain terms its enforcement policies, procedures and even technicalities in respect of in-situ inspection techniques to eliminate misunderstandings and hence shift from disputes to solutions.

2022 – 康樂及文化事務署 Leisure and Cultural Services Department

態度積極，迅速回應投訴人對前線運作和服務的疑問和查詢，並且樂意探討投訴人建議的方案。

For promptly and proactively responding to the complainants' enquiries and queries relating to frontline operations and services and for willingness to explore suggestions raised by the complainants.

2023 – 政務司司長辦公室 Chief Secretary for Administration's Office

迅速回應投訴人在疫情期間就申請各項政府資助計劃的進度查詢，並提供電話專線方便他們隨時了解最新情況。

For swiftly informing the complainants of the progress of their applications for Government subsidies provided during the pandemic and providing a dedicated hotline for checking the progress of the case at any time.

公開資料
Access to Information

公署的職能包括就違反《公開資料守則》(「《守則》」)的投訴展開調查。

One of our functions is to investigate complaints on non-compliance with the Code on Access to Information ("the Code").

公開透明的政府

《守則》是政府採用的一套行政指引，規定其適用的政府部門和公營機構須慣常地或因應要求提供管有的資料，除非有《守則》載列可拒絕披露資料的理由。

Transparent Government

The Code is a set of administrative guidelines adopted by the Government. Government departments and public bodies to which the Code applies are required to provide information they hold routinely or on request, unless there are specific reasons under the Code to withhold it.

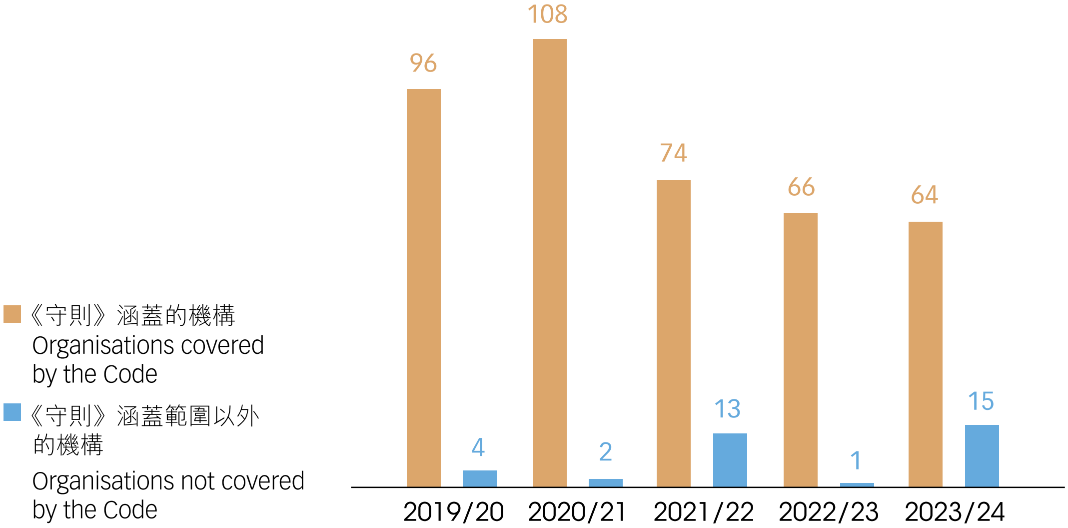
涉及公開資料的投訴

政府的統計數字顯示，被拒的索取資料要求維持在較低水平。事實上，要求被拒而向公署投訴的個案只佔少數。在本年度，公署接到涉及公開資料的投訴個案只有79宗。在已結案的72宗涉及公開資料的個案中，公署發現當中只有23宗(32%)有不足之處。

Complaints on Access to Information

Government statistics show that refused information requests have been staying at relatively low levels. In fact, only a small portion of refused requests have ended up as complaints to our Office. During the year, we received only 79 complaints about cases related to access to information ("ATI"). Among the 72 ATI complaints concluded, inadequacies were found in only 23 cases (32%).

過去五年涉及公開資料的投訴數目
Number of ATI Complaints in the Past Five Years



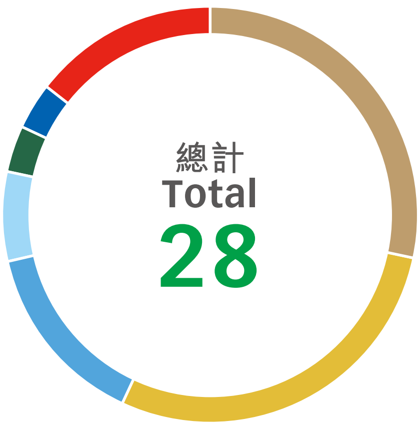
涉及公開資料的投訴（2023年4月1日至2024年3月31日期間的統計數據）
ATI Complaints (Statistics between 1 April 2023 and 31 March 2024)

	《守則》涵蓋的機構 Organisations covered by the Code	《守則》涵蓋範圍以外的機構 Organisations not covered by the Code
接到的投訴 Complaints received	64	15
已結案的個案* Complaints concluded*	66	6

* 包括由上年度轉入的個案

* Including those carried forward from last year

涉及公開資料的投訴中發現的不足之處數目
Number of Inadequacies Found in ATI Complaints



- 8 (28.6%) 超逾目標回覆時間或沒有回覆 Failure to meet target response time or no response
- 8 (28.6%) 沒有提供第2部的拒絕理由或所引用的拒絕理由欠具體說明 Failure to provide Part 2 reason for refusal or lack of elaboration on reason cited for refusal
- 4 (14.3%) 沒有通知投訴人內部覆檢或投訴渠道 Failure to inform complainant of channels for internal review or complaint
- 2 (7.0%) 對《守則》的條文詮釋有誤 Wrong interpretation of provision of the Code
- 1 (3.6%) 未能正確引用第2部的拒絕理由 Inappropriate Part 2 reason cited for refusal
- 1 (3.6%) 無理拒絕提供資料 Unreasonable refusal
- 4 (14.3%) 其他 Others

註： 一宗投訴個案可能涉及多項不足之處。

Note: A complaint case may involve more than one inadequacy.

涉及公開資料的個案調查報告選錄可於公署網頁瀏覽。

The reports of selected ATI cases are available on our website.

改善公共行政
Improving Public Administration

公署透過不偏不倚的調查找出引發投訴的原因，處理及解決因政府部門或公營機構行政失當而引起的不滿和問題，以及促進良好公平的公共行政。

Through impartial investigations, we aim to find out what have triggered complaints, redress grievances and address issues arising from maladministration on the part of Government departments or public organisations and bring about better public administrative practices.

公署提出的建議主要分為以下類別：

(1) 制定更清晰指引，使運作更為一致和有效率
(2) 鼓勵跨部門的協調及優化安排
(3) 改善處理市民查詢或投訴的措施
(4) 改善客戶服務的措施
(5) 加強規管及管制的措施
(6) 訂立更清晰和合理的規則及收費
(7) 為市民提供更適時和更清晰的資料
(8) 加強員工培訓
(9) 其他

Our recommendations are mainly categorised as follows:

(1) guidelines for clarity, consistency or efficiency in operation
(2) incentives to foster inter-departmental co-ordination and arrangements for enhancement
(3) measures for better public enquiry or complaint handling
(4) measures for better client services
(5) measures for more effective regulation or control
(6) clearer and more reasonable rules and charges
(7) clearer and more timely information to the public
(8) enhanced training for staff
(9) Others

為確保公署的建議能實際及有效改善公共行政，公署進行調查期間，經常會與所涉部門或機構的高層人員討論公署的觀察所得及意見。

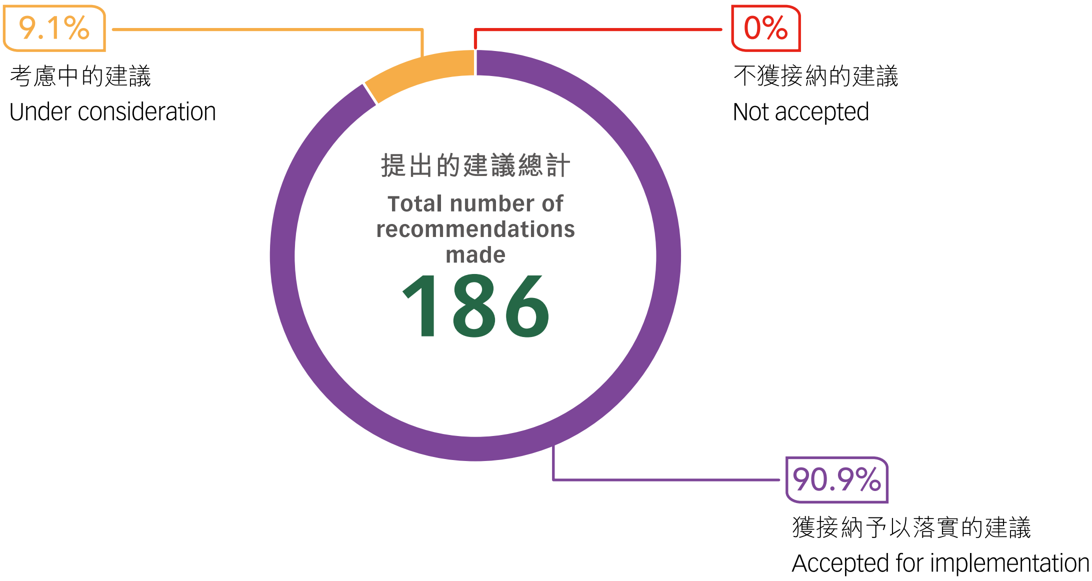
To ensure practicability and effectiveness of our recommendations in bringing about better public administration, we often discuss our observations and views with senior officers of the departments or organisations concerned in the course of investigation.

公署會要求所涉部門或機構定期提交報告，以監察公署的建議的落實進度，直至建議全部落實為止。如發現他們未有盡力落實建議，申訴專員可根據《條例》，向行政長官呈交報告。此外，專員如認為曾有嚴重的不當或不公平事件發生，可向行政長官提交另一份報告，並在其後一個月，或行政長官釐定的更長時間內，將報告的文本提交立法會省覽。

We will monitor the progress of implementation of our recommendations by requesting periodical updates from the departments or organisations concerned until our recommendations are fully implemented. Where a department or an organisation fails to take forward a recommendation, the Ombudsman may submit a report to the Chief Executive of the Hong Kong Special Administrative Region pursuant to the Ordinance. In addition, if the Ombudsman deems that a serious irregularity or injustice has taken place, he may make a further report to the Chief Executive. Within one month or such longer period as the Chief Executive may determine, a copy of the report has to be laid before the Legislative Council.

公署在年度內已完成的調查及提出的建議的數目如下：

The figures of our concluded investigations and recommendations made for this financial year are set out below:



完成了的全面調查： Full investigations concluded:	95	完成了的主動調查行動： Direct investigation operations concluded:	10
提出的建議： Recommendations made:	80	提出的建議： Recommendations made:	106

一如以往，公署提出的建議大多獲所涉部門或機構接納。小部分建議暫未獲接納或落實是因為部門或機構後來可能找到其他解決方法，或不會再進行引發投訴的行動，例如已停止有關工作，故此不需要採取公署建議的措施。

As always, most of our recommendations were accepted. A small percentage of them were not accepted or implemented because the departments or organisations concerned might have subsequently come up with other alternatives or our recommended measures were no longer needed as the action having caused a complaint would not be repeated due to, for instance, cease of their relevant work.

在本年度，已落實改善建議的重要實例載於**附錄9**。

Major examples of the improvement measures implemented in this financial year are listed in **Appendix 9**.

傳遞公署的資訊
Spreading Our Message

在本年度，公署積極進行宣傳推廣，包括以「香港需要明鏡」為主題的宣傳活動，並透過會議、訪問、講座等加強與各持份者的聯繫。首次舉辦的青少年廣告設計比賽，加深了青少年對公署的認識。至於國際層面，國際申訴專員機構恢復了實體會議和研討會，同時繼續以線上方式促進意見交流和經驗分享。

This year, we rolled out an array of promotional activities, including a publicity campaign under the theme of “Hong Kong Needs a Clear Mirror”. Our contacts with stakeholders, through meetings, visits, talks, etc., turned more active. We staged a youth advertising contest for the first time to deepen youngsters’ knowledge of our work. On the global level, international ombudsman institutions resumed face-to-face meetings and conferences while keeping the on-line format to facilitate exchange of ideas and experience sharing.

與傳媒的聯繫及新聞公報

我們舉辦了四次新聞發布會及發出兩份新聞公報，公布共十項主動調查行動的結果。我們亦宣布展開五項主動調查行動，並邀請公眾提供意見。

Media Events and Press Releases

We organised four press conferences and issued two press releases to announce the results of ten direct investigation operations. We also declared the launch of five direct investigation operations to invite public views on the topics involved.



新宣傳活動

公署於2023年10月展開以「香港需要明鏡」為主題的新一輪宣傳活動，包括戶外廣告和社交媒體。該主題意指公署多年來猶如明鏡般處理申訴，不偏不倚地查找事實並作客觀公正的評論，繼而提出改善建議，藉此提高公共行政的質素和效能。

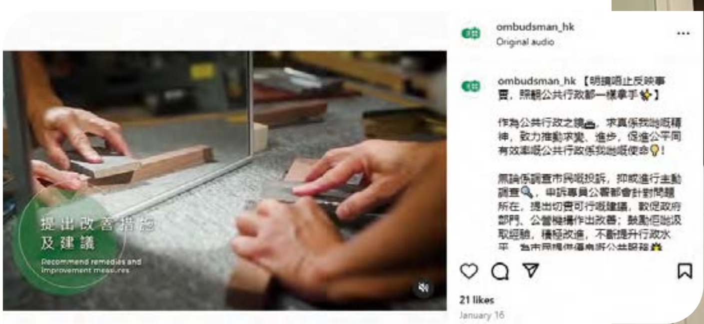
New Publicity Campaign

A new publicity campaign with the theme of "Hong Kong Needs a Clear Mirror" was launched in October 2023, with outdoor advertisings and social media initiatives. Throughout the years, our Office has been acting like a clear mirror when handling public complaints: we examine complaint cases in an impartial manner, reveal the facts as they are, make objective and unbiased comments, and then put forward recommendations for improvement. The ultimate goal is to lift the standard of public administration.









與本地工作伙伴合作及公眾教育

Engagement with Local Working Partners and Public Education

我們致力向社會各界宣傳公署的工作，藉以提倡正面的投訴文化及促進經驗分享。

We are committed to reaching out to all sectors of the community to nurture a positive complaint culture and share our experience.



交流會

Sharing Sessions

我們為不同政府部門及機構舉辦了13次交流會，講解公署的使命和工作，並分享我們處理投訴的經驗。

We delivered 13 experience-sharing sessions to different government departments and public organisations to promulgate our mission and scope of work and share our experience in complaint handling.



學校講座

我們期望向年輕一代推動正面的意見表達文化，讓他們明白良好公共行政的重要性。為加深青少年對公署的認識，我們舉辦了16場學校講座，共有逾2,500名同學出席。

School Talks

We wish to nurture among the youngsters a positive culture on expressing opinions and an understanding of the importance of good public administration. To enhance their understanding of our Office, we organised altogether 16 school talks attracting 2,500 students to attend.



青少年比賽

公署在本年度第四季舉辦了名為「新『申』一代 建構美好香港」的廣告設計比賽，教育青少年良好公共行政的重要性。我們收到來自26間學校超過300份的參賽作品。

Youth Contest

A Youth Contest named “YOUTH CREATE • A better Hong Kong” calling for advertising initiatives was launched in the fourth quarter to educate the younger generation on the importance of good public administration in civic society. Over 300 entries from 26 schools were received.



教育局舉辦的新任校長專業發展課程領袖論壇

Leadership Forum of the Professional Development Programme for Newly-appointed Principals by the Education Bureau

2024年3月，公署在教育局舉辦的領袖論壇與超過90名新任校長分享公署對行政管理要素及領袖必備條件的看法。

At a leadership forum organised by the Education Bureau in March 2024, we shared views on the essentials of administrative management and qualities of leaders with over 90 newly appointed principals.



申訴專員嘉許獎

The Ombudsman's Awards

本年度的申訴專員嘉許獎頒獎典禮於2023年11月15日舉行。

The Presentation Ceremony of The Ombudsman's Awards this year was held on 15 November 2023.

年度大獎的得主是入境事務處，另外兩個獲獎部門為效率促進辦公室和醫院管理局。政務司司長辦公室則獲頒調解獎。此外，62名公職人員獲頒獎項，表揚他們在服務市民方面的卓越表現。

This year's Grand Award went to the Immigration Department, whereas the Efficiency Office and the Hospital Authority were the runners-up. The Chief Secretary for Administration's Office received the Award on Mediation. In addition, 62 public officers were given the individual awards to recognise their exemplary performance in public service.



獲獎機構及公職人員名單，可掃描以下二維碼閱覽。
For the full list of awardees, please scan the following QR code.

與海外及內地機構的聯繫

我們與內地和世界各地的相關機構一直保持緊密聯繫。

2023年9月11日，公署人員出席亞洲申訴專員協會於俄羅斯韃靼斯坦喀山舉行的常務理事會會議及會員會議。公署再度獲選為亞洲申訴專員協會秘書長。

我們參與了國際申訴專員協會澳大利亞暨太平洋區於2023年10月31日及11月1日在墨爾本舉行的第35屆會員會議和研討會。

公署獲邀出席於2023年11月8日在印尼日惹舉行的第二屆東南亞申訴專員論壇暨會議，分享工作經驗。

2023年11月29日，公署接待由國際合作局局長蔡為先生所率領的國家監察委員會訪港代表團。會面期間，公署與代表團交流近年的工作成果，簡介參與地區和國際活動的經驗。

Overseas and Mainland Liaison

We maintain close ties with our counterparts on the Mainland and worldwide.

On 11 September 2023, our delegation attended the Board of Directors' meeting of the Asian Ombudsman Association ("AOA") and its General Assembly in Kazan, Tatarstan, Russia. Our Office was re-elected as the Secretary of AOA.

We participated in the 35th Members' Meeting and a conference held by the Australasian Pacific Ombudsman Region of the International Ombudsman Institute in Melbourne on 31 October and 1 November 2023.

Our Office was invited to attend the 2nd South East Asia Ombudsman Forum Plus Meeting held in Yogyakarta, Indonesia on 8 November 2023 for experience-sharing.

We received the delegation from the National Supervisory Commission led by Mr Cai Wei, Director General, Department of International Cooperation, on 29 November 2023, during their visit to Hong Kong. We exchanged updates on our achievements of work in recent years and experiences of participating in activities at regional and international levels.







內部行政
Our Office

迎向更穩健未來

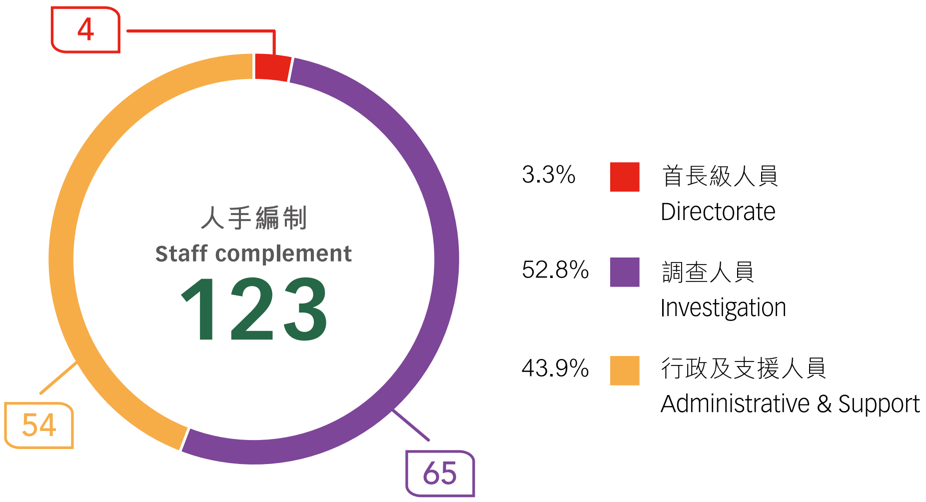
經歷了前幾年2019冠狀病毒病帶來的挑戰後，今年，公署的運作全面復常。

我們貫徹自行培養及建立一支幹練的調查及支援團隊的策略。截至2024年3月31日，公署總編制人數為123。

Embracing a Better Future

Our operation returned to normalcy this year after the challenge of the COVID-19 pandemic over the previous few years.

We continued to nurture and develop a healthy contingent of investigation officers and supporting staff. As at 31 March 2024, we have a staff complement of 123.



培訓及發展

我們致力提升職員的專業能力及推廣學習文化，以及提供多元化的學習和培訓機會：

- 新招聘調查人員入職課程
- 入職指導計劃，協助新入職的調查主任盡快適應和融入工作
- 調解和投訴處理工作坊，調解經驗分享會，以及深入和專業調解培訓
- 網絡和電郵及訊息安全的工作坊

此外，我們安排職員參與有關管理及職業訓練的網上或面授課程，以增進知識及提升工作技能。

Training and Development

We are committed to building our professional capacity and fostering a learning culture by offering diversified learning and training opportunities:

- induction training for new investigators
- a tutoring scheme for junior investigators to facilitate their settlement in the job
- respective workshops on mediation and complaint handling, an experience sharing session on mediation cases, and in-depth and professional training in mediation
- a workshop on cyber security awareness against phishing emails and messages

We also arranged staff to attend online or classroom management and vocational training offered by other organisations to enhance their work knowledge and job skills.

我們邀請了個人資料私隱專員公署為公署人員講解如何在工作中保障個人私隱。

We invited the Office of the Privacy Commissioner for Personal Data to conduct a workshop for our staff on the protection of personal privacy in our work context.

公署派員參與了一個於北京大學舉辦的「國情研習班」，讓同事深入認識國家的政策和發展。公署亦派員前往深圳參加「國情研習交流計劃」。另外，公署職員不時出席特區政府舉辦的相關研討會。我們亦舉行了數次內部簡介會，加深職員了解維護國家安全的重要性及責任。

We arranged our staff to join a "National Studies Course" at Peking University for deepening their understanding of national policies and development. Another group of our staff attended a "National Education Programme" in Shenzhen. Our staff members attended related seminars organised by the Government of the Hong Kong Special Administrative Region from time to time. In-house briefings were also held to deepen staff's understanding of the importance of and responsibility for safeguarding national security.

為確保公署人員與時並進，認識不同國家和地區在處理投訴方面的最佳實務方法及當前趨勢，我們舉行了數個有關「申訴專員自我評核工具」的工作坊，亦安排職員出席由海外申訴專員機構籌辦的網上或實體會議，以擴闊視野。

To keep staff abreast of the best practices and latest trends in complaint handling in different jurisdictions, we ran workshops on the "Ombudsman Self-Assessment Tool". In addition, we sent staff to attend online or physical conferences organised by overseas ombudsman institutions to broaden their horizons.

僱員身心健康

Employee Wellness

公署關注職員的身心健康，繼續推行「僱員身心安康計劃」，為職員提供所需的工作指導和輔導，幫助他們在個人及專業方面提升效能。我們舉辦了數個身心健康工作坊，旨在凝聚正能量，勉勵員工積極投入生活。

We care for the wellbeing of our staff and have implemented an Employee Wellness Programme, which offered coaching and counselling to our staff to help them achieve personal and professional effectiveness. We organised staff wellness workshops, aiming to empower them with positive energy for positive living.

市民對公署服務的意見

Feedback on Our Service

市民如對公署的服務感到不滿，可以書面方式聯絡公署的專責總行政主任。行政及發展科會就此類投訴展開獨立調查。若市民是因不滿意個案的調查結果或結論而提出投訴，公署會按覆檢個案機制將個案交由相關調查科處理。

Members of the public not satisfied with our services should write to our dedicated Chief Manager, who will oversee the Administration and Development Division's independent inquiry into such complaints. Complaints regarding our investigation findings and conclusions will be taken up by the relevant Investigation Divisions under our existing mechanism for review of cases.

《申訴專員條例》附表所列機構一覽
List of Scheduled Organisations

第1部分：條例（第397章）附表1第1部所列政府部門
Part 1: Government Departments Listed in Part 1 of Schedule 1, Cap. 397

按英文字母順序排列
in alphabetical order

政府部門	Government Department	簡稱 Abbreviation
漁農自然護理署	Agriculture, Fisheries and Conservation Department	AFCD
司法機構政務長轄下所有法院與審裁處的登記處及行政辦事處	All registries and administrative offices of courts and tribunals for which the Judiciary Administrator has responsibility	JA
建築署	Architectural Services Department	ArchSD
審計署	Audit Commission	Aud
醫療輔助隊（政府部門）	Auxiliary Medical Service (Government department)	AMS
屋宇署	Buildings Department	BD
政府統計處	Census and Statistics Department	C&SD
民眾安全服務處（政府部門）	Civil Aid Service (Government department)	CAS
民航處	Civil Aviation Department	CAD
土木工程拓展署	Civil Engineering and Development Department	CEDD
公司註冊處	Companies Registry	CR
懲教署	Correctional Services Department	CSD
香港海關	Customs and Excise Department	C&ED
衞生署	Department of Health	DH
律政司	Department of Justice	DoJ
渠務署	Drainage Services Department	DSD
機電工程署	Electrical and Mechanical Services Department	EMSD
環境保護署	Environmental Protection Department	EPD
消防處	Fire Services Department	FSD
食物環境衞生署	Food and Environmental Hygiene Department	FEHD
行政長官辦公室總務室	General Office of the Chief Executive's Office	CEO
政府飛行服務隊	Government Flying Service	GFS
政府化驗所	Government Laboratory	GovtLab
政府物流服務署	Government Logistics Department	GLD
政府產業署	Government Property Agency	GPA

《申訴專員條例》附表所列機構一覽
List of Scheduled Organisations

政府部門	Government Department	簡稱 Abbreviation
政府總部	Government Secretariat	GS
– 政務司司長辦公室	– Chief Secretary for Administration's Office	CSO
– 政務司司長私人辦公室	– Chief Secretary for Administration's Private Office	CSPO
– 公務員事務局	– Civil Service Bureau	CSB
– 商務及經濟發展局	– Commerce and Economic Development Bureau	CEDB
– 政制及內地事務局	– Constitutional and Mainland Affairs Bureau	CMAB
– 文化體育及旅遊局	– Culture, Sports and Tourism Bureau	CSTB
– 發展局	– Development Bureau	DEVB
– 教育局	– Education Bureau	EDB
– 環境及生態局	– Environment and Ecology Bureau	EEB
– 財政司司長辦公室	– Financial Secretary's Office	FSO
– 財政司司長私人辦公室	– Financial Secretary's Private Office	FSPO
– 財經事務及庫務局	– Financial Services and the Treasury Bureau	FSTB
– 醫務衞生局	– Health Bureau	HHB
– 民政及青年事務局	– Home and Youth Affairs Bureau	HYAB
– 房屋局	– Housing Bureau	HB
– 創新科技及工業局[1]	– Innovation, Technology and Industry Bureau[1]	ITIB
– 勞工及福利局	– Labour and Welfare Bureau	LWB
– 律政司司長辦公室	– Secretary for Justice's Office	SJO
– 保安局	– Security Bureau	SB
– 運輸及物流局	– Transport and Logistics Bureau	TLB
路政署	Highways Department	HyD
民政事務總署	Home Affairs Department	HAD
香港天文台	Hong Kong Observatory	HKO
房屋署	Housing Department	HD
入境事務處	Immigration Department	ImmD
政府新聞處	Information Services Department	ISD
税務局	Inland Revenue Department	IRD
知識產權署	Intellectual Property Department	IPD
投資推廣署	Invest Hong Kong	InvestHK
公務及司法人員薪俸及服務條件諮詢委員會聯合秘書處	Joint Secretariat for the Advisory Bodies on Civil Service and Judicial Salaries and Conditions of Service	JSSCS

《申訴專員條例》附表所列機構一覽
List of Scheduled Organisations

政府部門	Government Department	簡稱 Abbreviation
勞工處	Labour Department	LD
土地註冊處	Land Registry	LR
地政總署	Lands Department	LandsD
法律援助署	Legal Aid Department	LAD
康樂及文化事務署	Leisure and Cultural Services Department	LCSD
海事處	Marine Department	MD
通訊事務管理局辦公室	Office of the Communications Authority	OFCA
破產管理署	Official Receiver's Office	ORO
規劃署	Planning Department	PlanD
郵政署	Post Office	PO
香港電台	Radio Television Hong Kong	RTHK
差餉物業估價署	Rating and Valuation Department	RVD
選舉事務處	Registration and Electoral Office	REO
社會福利署	Social Welfare Department	SWD
工業貿易署	Trade and Industry Department	TID
運輸署	Transport Department	TD
庫務署	Treasury	Try
大學教育資助委員會秘書處	University Grants Committee, Secretariat	UGC
水務署	Water Supplies Department	WSD
在職家庭及學生資助事務處	Working Family and Student Financial Assistance Agency	WFSFAA

第2部分：條例（第397章）附表1第1部所列公營機構
Part 2: Public Organisations Listed in Part 1 of Schedule 1, Cap. 397

公營機構	Public Organisation	簡稱 Abbreviation
會計及財務匯報局	Accounting and Financial Reporting Council	AFRC
機場管理局	Airport Authority	AA
醫療輔助隊（非政府部門）	Auxiliary Medical Service (non-Government department)	AMS
民眾安全服務隊（非政府部門）	Civil Aid Service (non-Government department)	CAS
競爭事務委員會	Competition Commission	ComC
消費者委員會	Consumer Council	CC

《申訴專員條例》附表所列機構一覽
List of Scheduled Organisations

公營機構	Public Organisation	簡稱 Abbreviation
僱員再培訓局	Employees Retraining Board	ERB
平等機會委員會	Equal Opportunities Commission	EOC
地產代理監管局	Estate Agents Authority	EAA
香港藝術發展局	Hong Kong Arts Development Council	HKADC
香港房屋委員會	Hong Kong Housing Authority	HKHA
香港房屋協會	Hong Kong Housing Society	HKHS
香港金融管理局	Hong Kong Monetary Authority	HKMA
香港體育學院有限公司	Hong Kong Sports Institute Limited	HKSIL
醫院管理局	Hospital Authority	HA
保險業監管局	Insurance Authority	IA
九廣鐵路公司	Kowloon-Canton Railway Corporation	KCRC
立法會秘書處	Legislative Council Secretariat	LCS
強制性公積金計劃管理局	Mandatory Provident Fund Schemes Authority	MPFA
個人資料私隱專員	Privacy Commissioner for Personal Data	PCPD
物業管理業監管局	Property Management Services Authority	PMSA
證券及期貨事務監察委員會	Securities and Futures Commission	SFC
香港考試及評核局	The Hong Kong Examinations and Assessment Authority	HKEAA
旅遊業監管局	Travel Industry Authority	TIA
市區重建局	Urban Renewal Authority	URA
職業訓練局	Vocational Training Council	VTC
西九文化區管理局	West Kowloon Cultural District Authority	WKCDA

條例（第397章）附表1第2部所列機構
Organisations Listed in Part 2 of Schedule 1, Cap. 397

機構	Organisation	簡稱 Abbreviation
香港輔助警察隊	Hong Kong Auxiliary Police Force	HKAPF
香港警務處	Hong Kong Police Force	HKPF
廉政公署	Independent Commission Against Corruption	ICAC
公務員敍用委員會秘書處	Secretariat of the Public Service Commission	PSC

註1. 創新科技署、政府資訊科技總監辦公室及效率促進辦公室隸屬創新科技及工業局。
Note 1. The Innovation and Technology Commission, the Office of the Government Chief Information Officer and the Efficiency Office are under the Innovation, Technology and Industry Bureau.

對投訴不予跟進或不展開調查的情況
Circumstances where Complaints are not Followed up or Investigated

不受申訴專員調查的行動 – 香港法例第397章附表2
Actions not Subject to Investigation – Schedule 2, Cap. 397

1. 保安、防衛或國際關係
2. 行政長官親自作出的行動
3. 行政長官行使權力赦免罪犯
4. 政府頒授勳銜、獎賞或特權
5. 法律程序或檢控任何人的決定
6. 合約或商業交易
7. 人事方面的事宜
8. 有關施加或更改土地權益條款的決定
9. 與《香港公司收購、合併及股份回購守則》有關的行動
10. 香港輔助警察隊、香港警務處或廉政公署就防止及調查任何罪行而採取的行動

1. Security, defence or international relations
2. Actions by the Chief Executive personally
3. Exercise of power by the Chief Executive to pardon criminals
4. Grant of honours, awards or privileges by Government
5. Legal proceedings or prosecution decisions
6. Contractual or other commercial transactions
7. Personnel matters
8. Imposition or variation of conditions of land grant
9. Actions in relation to Hong Kong Codes on Takeovers and Mergers and Share Buy-backs
10. Crime prevention and investigation actions by the Hong Kong Auxiliary Police Force, the Hong Kong Police Force or the Independent Commission Against Corruption

調查投訴的限制 – 香港法例第397章第10(1)條
Restrictions on Investigation of Complaints – Section 10(1), Cap. 397

1. 投訴人對投訴事項已知悉超過24個月
2. 投訴由匿名者提出
3. 投訴人無從識別或下落不明
4. 投訴並非由感到受屈的人士或適當代表提出
5. 投訴人及投訴事項與香港並無任何關係
6. 投訴人有權利根據法律程序提出上訴或尋求補救辦法

1. Complainant having knowledge of subject of complaint for more than 24 months
2. Complaint made anonymously
3. Complainant not identifiable or traceable
4. Complaint not made by person aggrieved or suitable representative
5. Subject of complaint and complainant having no connection with Hong Kong
6. Statutory right of appeal or remedy by way of legal proceedings being available to complainant

申訴專員可決定不展開調查的情況 – 香港法例第397章第10(2)條
Circumstances where The Ombudsman may Decide not to Investigate – Section 10(2), Cap. 397

1. 以前曾調查性質相近的投訴，而結果顯示並無行政失當之處
2. 投訴關乎微不足道的事
3. 投訴事屬瑣屑無聊、無理取鬧或非真誠作出
4. 因其他理由而無須調查（例如：缺乏表面證據、所涉機構正採取行動，或投訴人只是表達意見）

1. Investigation of similar complaints before revealed no maladministration
2. Subject of complaint is trivial
3. Complaint is frivolous or vexatious or is not made in good faith
4. Investigation is, for any other reason, unnecessary (such as lack of *prima facie* evidence, the organisation involved is already taking action, or the complainant is just expressing opinions)

個案數字
Caseload

		報告年度[1] Reporting year[1]				
		23/24	22/23	21/22	20/21	19/20
查詢	**Enquiries**	**8,599**	**9,279**	**8,851**	**7,505**	**8,581**
投訴	**Complaints**					
(a) 須處理的投訴個案	**(a) For processing**	**4,979**	**5,951**	**5,626**	**30,713**	**20,737**
– 接到的投訴	– Received	4,351[146]	5,357[233]	4,934[140]	29,814[25,155]	19,767[15,034]
– 由上年度轉入	– Brought forward	628	594	692	899	970
(b) 已完成的投訴個案	**(b) Completed**	**4,397[151]**	**5,323[254]**	**5,032[135]**	**30,021[25,155]**	**19,838[15,040]**
已跟進並結案	**Pursued and concluded**	**2,053[8]**	**2,558[138]**	**2,739[102]**	**2,826[249]**	**2,807[326]**
– 經查訊後結案[2]	– By inquiry[2]	1,771	2,112[119]	2,432[102]	2,480[246]	2,418[217]
– 經全面調查後結案[3]	– By full investigation[3]	95[7]	141[16]	92	167[3]	240[109]
– 經調解後結案[4]	– By mediation[4]	187[1]	305[3]	215	179	149
經評審並結案	**Assessed and closed**	**2,344[143]**	**2,765[116]**	**2,293[33]**	**27,195[24,906]**	**17,031[14,714]**
– 缺乏充分理據跟進[5]	– Insufficient grounds to pursue[5]	1,470[110]	1,787[85]	1,171[6]	1,295[203]	8,676[7,496]
– 受條例所限不得調查[6]	– Legally bound[6]	874[33]	978[31]	1,122[27]	25,900[24,703]	8,355[7,218]
(c) 已完成的投訴個案百分比 = (b)/(a)	**(c) Percentage completed = (b)/(a)**	**88.3%**	**89.5%**	**89.4%**	**97.7%**	**95.7%**
(d) 轉撥下年度 = (a) – (b)	**(d) Carried forward = (a) – (b)**	**582**	**628**	**594**	**692**	**899**
已完成的主動調查行動數目	**Direct investigation operations completed**	**10**	**9**	**8**	**9**	**10**

註釋：
1. 自每年4月1日至翌年3月31日。
2. 根據《申訴專員條例》第11A條跟進的一般性質的個案。
3. 根據《申訴專員條例》第12條跟進的較複雜的個案，當中可能涉及嚴重的行政失當、行政體制上的流弊等。
4. 根據《申訴專員條例》第11B條跟進的個案，當中不涉及行政失當，或只涉及輕微的行政失當。
5. 根據《申訴專員條例》第10(2)條而不予跟進並已結案的個案。
6. 根據《申訴專員條例》第8條超出公署職權範圍，或受第10(1)條所限不得調查。
[ ] 表示屬於同類主題投訴個案的數目。

Notes :
1. From 1 April to 31 March of the next year.
2. Pursued under section 11A of The Ombudsman Ordinance, for general cases.
3. Pursued under section 12 of The Ombudsman Ordinance, for complex cases possibly involving serious maladministration, systemic flaws, etc.
4. Pursued under section 11B of The Ombudsman Ordinance, for cases involving no, or only minor, maladministration.
5. Not pursued and closed under section 10(2) of The Ombudsman Ordinance.
6. Outside the Office's jurisdiction under section 8 or restricted by section 10(1) of The Ombudsman Ordinance.
[ ] Number of topical complaints.

主動調查行動報告摘要
Case Synopses of Direct Investigation Operations

按個案編號順序排列
in accordance with case numbers

運輸署
Transport Department

個案編號 Case No.：DI/456

完成日期 Completed on：25/4/2023



有關路旁殘疾人士專用泊車位的措施及使用情況

公署調查所得

殘疾人士專用的路旁泊車位（「路旁專用泊位」）以往只供持有「傷殘人士泊車許可證」（「許可證」）的傷殘駕駛者使用。由2021年1月29日開始，運輸署將有關泊位的使用資格擴展至「司機接載行動不便的殘疾人士泊車證明書」（「證明書」）的持有人，以方便他們接載指定的下肢肢體行動不便殘疾人士出行。該新措施實施後，有關泊位供不應求的情況嚴重，而泊位涉嫌被濫用的個案亦增加。公署調查發現，運輸署在制定有關措施的過程、評估泊位的供求情況、審批證明書的申請、防止和打擊濫泊行為方面皆有不足。

公署的建議

申訴專員向運輸署提出了11項改善建議，包括充分評估路旁專用泊位的需求及供應情況；定期進行路旁專用泊位使用率的調查並向公眾發放有關數據；全面檢視證明書的申請資格、審批準則、處理濫泊個案的程序及收回證明書的安排；檢討並加強措施以遏止各種不當使用證明書的行為。長遠而言，運輸署應考慮及研究能否透過修改法例以處理許可證及證明書不同的審批程序、申請資格及使用限制等情況。

Measures and Usage of On-street Parking Spaces Designated for People with Disabilities

Our findings

In the past, only drivers with disabilities holding the Disabled Person's Parking Permit ("DPPP") were entitled to use the on-street parking spaces designated for people with disabilities ("DPS"). With effect from 29 January 2021, the Transport Department ("TD") introduced a new measure to extend the eligibility for using DPS to holders of the Parking Certificate for Drivers Who Carry People with Mobility Disabilities ("Parking Certificate") to facilitate the carrying of specified persons with lower limb mobility disabilities. The new measure has aggravated the shortfall in the supply of DPS, and suspected cases of abuse is on the rise. Our investigation found inadequacies in the Department's formulation of the new measure, assessment of the supply and demand of DPS, processing of applications for Parking Certificate, as well as prevention of abuse and handling of complaints.

Our recommendations

The Ombudsman made 11 recommendations to TD, including that the Department should fully assess the supply and demand of DPS; regularly survey the usage rates of DPS and release the data to the public; comprehensively review the eligibility and approval criteria for Parking Certificate and the procedures for handling parking abuse; review and strengthen measures against various forms of Parking Certificate abuse. In the long run, TD should consider and explore legislative amendments to address the discrepancies between the DPPP and the Parking Certificate in terms of approval procedures, eligibility criteria and conditions of use.

社會福利署
Social Welfare Department

個案編號 **Case No.：DI/457**

完成日期 **Completed on：14/8/2023**



長者社區照顧服務券試驗計劃

公署調查所得

長者社區照顧服務券（「社區券」）試驗計劃以「錢跟人走」模式，支援體弱長者居家安老。整體而言，試驗計劃的運作安排有不少提升，近年進步較顯著，但仍有可改善之處。

公署調查發現，社會福利署（「社署」）已採取有效措施提升社區券的使用率。各區的家居為本服務供求情況應屬平衡，部分地區的中心為本服務名額則供應不足。社署就認可服務單位進行的覆核探訪，大部分只抽樣訪問一位持券人，該署亦無備存持券人轉換服務單位的原因的統計資料。試驗計劃鮮有以覆蓋率高的途徑宣傳。

公署的建議

申訴專員向社署提出11項改善建議，包括定期向持有但不使用社區券的人士了解情況，協助他們揀選服務；邀請更多機構於供應較緊張地區提供更多中心為本服務名額；針對沒有子女或照顧者的持券人提供更多支援；指示職員在每次覆核探訪抽樣訪問至少兩位使用者或其照顧者；了解持券人轉換服務單位的原因；考慮增加以報章或電視專訪真實個案的形式宣傳社區券服務等。

Pilot Scheme on Community Care Service Voucher for the Elderly

Our findings

The Pilot Scheme on Community Care Service Voucher for the Elderly supports frail elderly persons to age in place under the "money-following-the-user" mode. Overall, the Pilot Scheme had been enhanced in various ways with more obvious progress in recent years. That said, there were still areas for improvement.

Our investigation revealed that the Social Welfare Department ("SWD") had taken effective steps to enhance the utilisation rate of vouchers. While the supply and demand of home-based services in different districts could generally maintain a balance, there was a deficit of centre-based services in some districts. SWD randomly interviewed only one voucher holder in most of the service monitoring visits at recognised service providers. The Department had not maintained statistical information on voucher holders' reasons for switching service providers. The Pilot Scheme was rarely publicised through channels with a wide coverage.

Our recommendations

The Ombudsman made 11 recommendations to SWD, including approaching those voucher holders not using the vouchers received and helping them choose suitable service; inviting more organisations to offer more centre-based service places in districts with keen demand; providing more support to voucher holders without children or carers; instructing its staff to conduct random interviews with at least two users or their carers during each service monitoring visit; understanding voucher holders' reasons for switching service providers; and considering arranging more newspaper or television interviews with real cases cited to promote voucher services.

主動調查行動報告摘要
Case Synopses of Direct Investigation Operations

教育局
Education Bureau

個案編號 Case No.：DI/458

完成日期 Completed on：25/4/2023



教育局對智障兒童學校宿舍部的監管

公署調查所得

部分受教育局資助的智障兒童學校設有宿舍部，為中度或嚴重智障學童提供寄宿服務。公署調查發現，除提供人手編制及資助，教育局並沒有針對宿舍部訂立詳細運作要求、限制及巡查制度，該局的校外評核亦不會直接評核宿舍部的運作。由於寄宿的智障兒童表達能力有限，公署認為教育局有必要有效監管宿舍部並提升其服務，保障宿生福祉。

公署的建議

申訴專員對教育局提出了12項建議，包括於《特殊學校策劃和管理宿舍服務實務指引》為宿舍部訂明部分日常運作的基本要求；強制要求宿舍部設置具錄影功能的閉路電視監察系統；不時抽查上述系統的錄影片段；將宿舍部向宿生使用身體約束物或隔離的情況列為巡視時須檢視的項目，並就宿舍部使用這些管教措施制定詳細及嚴謹的指引；就宿舍部隔離空間的設計及配置提供指引；把觀察宿舍部環境及宿生生活情況納入校外評核項目；加強突擊巡查宿舍部，並設定績效指標；檢討及擴闊巡查宿舍部的內容；制定清晰的安排及巡視指標；探討安排專業人士及家長參與巡查宿舍部的可行性；以及嚴格要求宿舍部遵守呈報嚴重或危及生命意外事故的規定等。

Education Bureau's Monitoring of Boarding Sections of Schools for Children with Intellectual Disabilities

Our findings

Some schools for children with intellectual disabilities ("ID") receiving aids from the Education Bureau ("EDB") have boarding sections that provide boarding service to children with moderate and severe ID. We found that, save for stipulations on staffing establishment and provision of funds, EDB had not laid down any details about operational requirements, restrictions, or inspection in relation to these boarding sections. EDB's external school review ("ESR") would not directly assess the operation of the boarding sections either. Nevertheless, given the limited ability of children with ID to communicate effectively, we consider that EDB should ensure its effectiveness in monitoring boarding sections and enhance the services of them, so as to safeguard boarders' welfare.

Our recommendations

The Ombudsman made 12 recommendations to EDB, including stipulating in the Practice Guide for Special Schools on Planning and Managing Boarding Service the basic requirements for certain aspects of boarding sections' daily operation; requiring boarding sections to install CCTV surveillance systems with recording function and conducting random checks from time to time of those recorded footages; including the use of physical restraint or seclusion on boarders as an item for review during inspections, and formulating detailed and rigorous guidelines for adopting such interventions in boarding sections; providing guidelines on the design and facilities of seclusion space in the boarding section; including in ESR the observation of boarding sections' environment and boarders' daily lives; arranging surprise inspections at the boarding section and drawing up key performance indicators; reviewing and broadening the content of inspections; devising clear arrangements and inspection indicators; exploring the feasibility of arranging professionals and parents to participate in inspections; and strictly requiring boarding sections to adhere to the requirements for reporting serious or life-threatening accidents.

環境保護署、食物環境衞生署及地政總署
Environmental Protection Department, Food and Environmental Hygiene Department and Lands Department

個案編號 Case No.：DI/459

完成日期 Completed on：14/8/2023



政府對新界豁免管制屋宇欠妥排污設施的執管

公署調查所得

新界豁免管制屋宇（「新界村屋」）排污設施的執管責任分散於環境保護署（「環保署」）、食物環境衞生署及地政總署。公署調查發現，三個部門在跟進投訴時的協作欠妥善，部門之間亦無既定的資料交換機制。地政總署未有充分發揮其執管角色，對相關投訴並無作數據分析，以致難以有效監察投訴的跟進。此外，在現行監管機制下，並無任何實質措施確保新界村屋業權人會履行其維修保養責任。

公署的建議

申訴專員提出共十項改善建議，包括三個部門應成立跨部門工作小組、為前線職員制訂行動指引以理順跨部門個案的權責及流程、制訂適切的資料交換機制；地政總署應就投訴個案制訂監察機制及作數據分析，並果斷採取執行契約條款行動，同時研究制訂具體措施，讓新界村屋業主知悉應如何切實履行其適當處理污水及維修保養其排污設施的責任；環保署應就正確使用及妥善維修保養化糞池加強宣傳，以及適時考慮更廣泛地運用新技術以查找滲漏的源頭。

Government's Enforcement against Defective Sewage Works of New Territories Exempted Houses

Our findings

The enforcement responsibilities in respect of sewage works of New Territories Exempted Houses ("NTEHs") scatter among the Environmental Protection Department ("EPD"), the Food and Environmental Hygiene Department and the Lands Department ("LandsD"). Our investigation revealed inadequate collaboration in complaint handling and no established mechanism for information exchange among the three departments. LandsD has not fully discharged its enforcement role or conducted any data analysis of complaint cases, rendering it difficult to monitor complaint handling effectively. Besides, under the prevailing regulatory regime, no substantial measures are in place to ensure NTEH owners' fulfilment of their maintenance responsibility.

Our recommendations

The Ombudsman made ten recommendations, including that the three departments should set up an inter-departmental working group, draw up operational guidelines for frontline staff to rationalise the responsibilities and procedures for inter-departmental cases and devise a proper mechanism for information exchange; LandsD should formulate a monitoring mechanism for complaint cases, conduct data analysis and take lease enforcement action decisively, while exploring concrete measures to ensure NTEH owners know how to effectively fulfil their responsibility for proper sewage treatment and maintenance of sewage works; and EPD should enhance publicity of the correct use and proper maintenance of septic tanks and consider more extensive use of new technology in an appropriate time to trace the seepage source.

主動調查行動報告摘要
Case Synopses of Direct Investigation Operations

效率促進辦公室
Efficiency Office

個案編號 Case No.：DI/461

完成日期 Completed on：5/3/2024



1823處理投訴及查詢的成效

公署調查所得

效率促進辦公室（「效率辦」）轄下1823提供24小時一站式服務，為市民解答有關23個參與部門的服務查詢，並接收對政府服務的投訴。公署調查發現，1823未能有效處理跨部門及部門間權責不清的投訴。公署認為，1823應適時將重複出現權責不清的地區問題的個案上呈政府高層架構處理。此外，1823在來電處理、與參與部門的合作安排、日常運作及數據運用等方面也尚有改善空間。

公署的建議

申訴專員對效率辦提出了13項建議，包括嚴格執行部門如認為個案不屬其職權範圍或應由其他部門處理，須在指定時限內回覆並解釋原因的要求；就涉及地區問題及重複出現權責爭議的個案，制定機制及訂定工作指引，將上呈工作制度及恆常化，以便有系統、適當及適時地把個案上呈當區民政事務專員或「地區治理專組」；要求參與部門定期就新服務或新安排提交籌劃預算；就剛完成更新的電話系統，持續積極監察並適時檢視，以進一步提升1823接聽電話的比率；進一步應用人工智能科技處理查詢；以及對跨部門個案進行分析及整合相關數據，不時向「地區治理專組」提交報告，以協助政府解決涉及跨部門的地區問題等。

Effectiveness of 1823 in Handling Complaints and Enquiries

Our findings

1823 under the Efficiency Office ("EO") provides a one-stop service round the clock to answer public enquiries about the services of 23 participating departments, and receive complaints about Government services. Our investigation found that 1823 cannot effectively resolve cross-departmental complaints and complaints involving unclear delineation of responsibilities. We consider that 1823 should escalate cases about recurring district problems involving unclear delineation of responsibilities in a timely manner to the high-level structure of the Government for effective resolution. Our investigation also identified room for improvement in 1823's handling of calls, co-operation arrangements with participating departments, daily operations and use of data.

Our recommendations

The Ombudsman made 13 recommendations to EO, including that it should stringently enforce the requirement that departments reply within a specified time limit with reasons if they consider a case outside their purview or should be handled by another department; establish a mechanism and draw up guidelines to standardise and regularise the procedures for escalating cases about recurring district problems with unclear delineation of responsibilities to the respective District Officers of the Home Affairs Department or the Task Force on District Governance ("TFDG") in a systematic, proper and timely manner; request participating departments to submit forecast plans of new services or arrangements on a regular basis for preparation accordingly; proactively monitor and conduct timely review of the newly upgraded telephone system with a view to further enhancing 1823's call answering rate; expand the application of artificial intelligence on enquiry handling; and conduct systematic analyses of cross-departmental cases and consolidate relevant data, submit reports to the TFDG from time to time to facilitate the Government's resolution of cross-departmental district issues.

房屋署
Housing Department

個案編號 **Case No.：DI/462**

完成日期 **Completed on：11/7/2023**



有關房屋署「長者住屋」及「改建一人單位」的安排

公署調查所得

房屋署在1980年代推出「長者住屋」，為年滿60歲或以上的長者提供院舍式公共租住房屋，按單位的設計分為一型、二型及三型；而「改建一人單位」則是因應當時社會對一人公屋單位的需求而設。兩類型單位的租戶須共用廚房及／或浴室等設施。

隨着時代變遷，這種共用廚廁的單位變得不合時宜及不受歡迎。公署調查發現，雖然香港房屋委員會多年來推出不同措施以改善單位的出租情況，然而，經過近二十年，已停止編配的一型設計「長者住屋」單位及「改建一人單位」仍未全部收回，單位內的分間房間空置率高企且空置期甚長，而繼續作編配的二型及三型設計「長者住屋」的空置率和拒絕接受編配率亦持續偏高。公署認為，房屋署有必要檢視現行措施的成效，以回應市民對公屋資源的殷切需求。

公署的建議

申訴專員向房屋署提出了八項改善建議，包括檢視是否仍然將二型及三型設計「長者住屋」歸類為一般公屋單位，並考慮停止繼續將這些單位編配予一般公屋申請者，以及另行制定一套只針對這兩種「長者住屋」單位而設的編配計劃；長遠而言考慮是否需要改變「長者住屋」的用途。此外，房屋署應推動更多鼓勵調遷的措施，主動與社會福利署或社福機構聯繫和合作，積極游説及鼓勵居於一型設計「長者住屋」及「改建一人單位」的長者租戶調遷，以加快收回相關單位。

Housing Department's Arrangements for Housing for Senior Citizens and Converted One-person Units

Our findings

In the 1980s, the Housing Department ("HD") introduced the Housing for Senior Citizens ("HSC") scheme to provide hostel-type public rental housing ("PRH") for elderly tenants aged 60 or above. HSC has three types according to the design of units, namely Type 1 ("HS1"), Type 2 ("HS2") and Type 3 ("HS3"). Converted one-person ("C1P") units of a similar design as HS1 were also provided in response to the society's demand for one-person PRH units at that time. Tenants have to share the kitchen, living room and/or bathroom facilities.

Our investigation found that, with the change of times, units with shared kitchen and bathroom facilities have become outdated and unpopular. Despite that the Hong Kong Housing Authority has taken multiple measures to reduce the vacancy rate of those units over the years, after a lapse of nearly two decades, HD has yet to recover all HS1 and C1P units which are no longer available for allocation, and the vacancy rate of the partitioned rooms in these units were persistently high with long duration of vacancy. On the other hand, the vacancy rate and refusal rate of offer of HS2 and HS3, which are still available for allocation, were also high. We consider that HD should ensure more effective deployment of relevant PRH resources to meet the strong demand for public housing.

Our recommendations

The Ombudsman made eight recommendations to HD, including that HD should review whether HS2/HS3 units should still be classified as ordinary PRH flats, and consider ceasing to allocate these units to general PRH applicants and tailoring a specific allocation scheme for HS2/HS3; consider in the long run the needs for changing the use of HSC. Moreover, HD should promote and introduce more transfer incentives, approach and collaborate with the Social Welfare Department or welfare agencies to proactively lobby and encourage the elderly tenants of HS1 and C1P units to transfer, thereby speeding up recovering these units.

發展局
Development Bureau

個案編號 Case No.：DI/463

完成日期 Completed on：10/7/2023



有關政府土地上樹木投訴的處理

公署調查所得

發展局轄下樹木管理辦事處（「樹木辦」）協調及督導各部門處理樹木投訴。樹木辦設有機制，就有權責爭議的個案作出裁決，但公署調查發現，當樹木辦按機制介入爭議時，個案或已出現嚴重延誤。此外，各樹木管理部門不時對分工安排有不同理解，甚至重複發生爭議。所有部門均沒有就一般樹木工作制定內部處理時限。另一方面，雖然地政總署過往逾期回覆投訴的積壓情況已有明顯改善，但沒有資料顯示投訴所涉的樹木是否已全部獲妥善處理。

公署的建議

申訴專員提出八項改善建議，包括樹木辦應就涉及權責爭議的投訴，考慮以個案的整體處理時間作為其中一個介入準則；就該類投訴進行系統性分析，整合部門常見的分歧和誤解，並適時檢視及按需要更新相關《技術通告》；要求部門按實際需要就一般樹木工作訂定時限；加強數據收集及分析；持續監察地政總署處理樹木投訴的表現等。

Handling of Complaints Involving Trees on Government Land

Our findings

The Tree Management Office ("TMO") under the Development Bureau co-ordinates and supervises departments' handling of tree complaints. While TMO has established a mechanism under which it adjudicates on cases involving disputes over responsibilities, our investigation revealed that when TMO intervened in the disputes according to the mechanism, the cases might have been seriously delayed. Besides, from time to time, tree management departments had divergent interpretations of the division of responsibilities and even repeated disputes over similar issues. No departments had drawn up any internal time frame for carrying out ordinary tree work. Meanwhile, while the backlog of complaints with overdue replies by the Lands Department ("LandsD") had significantly shrunk, there was no information on whether all the trees involved had been properly handled.

Our recommendations

The Ombudsman made eight recommendations, including that for complaints involving disputes over responsibilities, TMO should consider using the overall handling time of a case as a criterion for intervention; conduct systemic analysis on such cases for collating information about departments' common differences in opinions and misunderstanding, and review and update the relevant Technical Circular as appropriate in a timely manner; require departments to formulate a time frame for carrying out ordinary tree work based on the actual need; strengthen data collection and analysis; and continue to monitor LandsD's performance in handling tree complaints.

康樂及文化事務署
Leisure and Cultural Services Department

個案編號 Case No.：DI/465

完成日期 Completed on：12/12/2023



康樂及文化事務署轄下戶外遊樂和康體設施的保養與維修

公署調查所得

戶外遊樂和康體設施的質量、合適度和安全程度，對於改善市民的生活質素相當重要。康樂及文化事務署（「康文署」）管理轄下大量戶外公共遊樂和康體設施，有責任確保設施狀況良好，並為設施作適時的保養和維修。公署調查發現，康文署部分前線人員沒有適時匯報戶外遊樂及康體設施損壞的個案。此外，該署在整體設施維修程序的監察，以及維修工程承辦商的合約安排和表現的監管工作上仍有須改善之處。

公署的建議

申訴專員對康文署提出了11項建議，包括為前線人員制訂檢查設施的實務指引及改善現行例行巡查的表格；加強前線人員對檢查設施工作的培訓；緊密跟進專為設施巡查及維修記錄而設的電腦系統的研發工作，確保日後相關人員可實時檢閱相關記錄和按時跟進維修設施的工作；檢討現行定期維修合約的安排，並長遠研究更靈活安排承辦商進行工程的方案；以及考慮利用智慧科技，便利市民呈報設施損壞個案等。

Repairs and Maintenance of Outdoor Recreational and Sports Facilities under Leisure and Cultural Services Department

Our findings

The quality, suitability and safety level of outdoor recreational and sports facilities have substantial impact on raising the living quality of the general public. As the management authority for a huge number of outdoor recreational and sports facilities, the Leisure and Cultural Services Department ("LCSD") has a duty to ensure that the facilities are in good condition and to arrange for their timely repairs and maintenance. Our investigation revealed that some LCSD frontline staff had failed to report in a timely manner damage in outdoor recreational and sports facilities. Furthermore, there is room for improvement in LCSD's monitoring of overall facility repairs procedures, arrangement of contracts with contractors and monitoring of contractors' performance.

Our recommendations

The Ombudsman made 11 recommendations to LCSD, including that it should formulate practice guides for frontline staff on facility inspection and improve the current routine inspection form; strengthen facility inspection training for frontline staff; follow up closely on the development of the computer system designed for facility inspection and repair records so that in the future, staff can inspect in real time the relevant records and follow up on the repairs for facilities in a timely manner; review the current term contract arrangement and in the long run explore options that allow more flexible arrangements for facility repairs by contractors; and consider making use of smart technology to facilitate public report of damaged facilities.

食物環境衞生署
Food and Environmental Hygiene Department

個案編號 Case No.：DI/466

完成日期 Completed on：5/3/2024



食物環境衞生署對持牌泳池的監管

公署調查所得

食物環境衞生署（「食環署」）透過《泳池規例》和牌照條件監管持牌的私營泳池，保障公眾安全及衞生。公署調查發現，食環署巡查持牌泳池的頻次、質素、方法和記錄均有欠妥之處。此外，現行牌照條件未有要求持牌人備存救生員當值記錄或提供基本救生及急救設備。食環署監管池水水質的指引不足，亦無設立意外通報機制。

公署的建議

申訴專員向食環署提出12項改善建議，包括訂定工作守則，説明突擊巡查時遇上泳池關閉的跟進安排；加強巡查泳池的職員培訓和指引；善用科技記錄巡查結果；檢視現行牌照條件（包括研究規定備存救生員當值記錄、探討加入基本救生及急救設備）；設立意外通報機制；向持牌人發出處理池水污染源的指引；加強對違規泳池的執管；研究加強泳池使用者共同監察的角色；以及與營運公眾泳池的康樂及文化事務署就泳池的監督及管理建立恆常溝通機制。

Regulation of Licensed Swimming Pools by Food and Environmental Hygiene Department

Our findings

The Food and Environmental Hygiene Department ("FEHD") regulates licensed private swimming pools in accordance with the Swimming Pools Regulation and licensing conditions to ensure public safety and hygiene. Our investigation revealed inadequacies in FEHD's inspection of licensed swimming pools in terms of frequency, quality, method and record. Besides, licensees are not required to maintain duty logs of life-saving attendants or to provide basic life-saving and first-aid equipment under the existing licensing conditions. FEHD's guidelines on the monitoring of pool water quality were insufficient and no accident notification mechanism was in place.

Our recommendations

The Ombudsman made 12 recommendations to FEHD, including specifying in operational guidelines the follow-up arrangements in the event of closure of pools during surprise inspections; strengthening staff training and guidelines on the inspection of pools; applying technology in recording inspection results; reviewing the existing licensing conditions (including exploring stipulating the requirement for maintaining duty logs of life-saving attendants and addition of basic life-saving and first-aid equipment); establishing an accident notification mechanism; issuing to licensees guidelines on the handling of pollution sources in pool water; stepping up enforcement against non-compliant pools; exploring ways to engage pool users in monitoring; and setting up a standing communication mechanism with the Leisure and Cultural Services Department, the operator of public pools, on the regulation and management of swimming pools.

食物環境衞生署
Food and Environmental Hygiene Department

個案編號 Case No.：DI/467

完成日期 Completed on：12/12/2023



食物環境衞生署對以售賣機出售熱存╱冷存食物及非預先包裝飲品的規管

公署調查所得

近年，市面上售賣機出售熱存食物、冷存食物及非預先包裝飲品的數量和種類持續上升。法例規定，任何人以售賣機出售食物前，須向食物環境衞生署（「食環署」）申領「以售賣機售賣食物許可證」（「許可證」）。公署調查發現，個別售賣機持證人沒有嚴格遵守食環署訂定的發證及持證條件，而食環署在處理及審批許可證的申請，以及監察持證售賣機的工作上則有可改善之處。

公署的建議

申訴專員對食環署提出了十項建議，包括要求許可證申請人提供並在相關檔案中備存售賣機的裝置和操作資料；更新指引以指示人員如何記錄審批許可證申請的視察所得；在持證條件中就有關溫度監控、機件清潔和消毒及備存相關記錄的工作列出明確和具體的要求，並研究加強抽查有關記錄；研究為售賣機出售的食物及飲料進行細菌抽驗的可行性；要求持證人在售賣機機身展示許可證，並公布各售賣機的發證╱持證條件的資訊，方便市民監察；要求出售須受溫度控制食物的售賣機一律向外展示機內溫度計或相關資訊；以及向以自助提取機為市民免費提供食物的機構提供有用資訊以保障公眾衞生和健康。

Food and Environmental Hygiene Department's Regulation over Sale of Food in Hot/Cold Holding and Non-prepackaged Beverages by Means of Vending Machine

Our findings

In recent years, more and wider variety of food in hot or cold holding and non-prepackaged beverages are available by vending machines emerging in the market. As required by law, any person who intends to engage in this mode of food business must first apply to the Food and Environmental Hygiene Department ("FEHD") for a permit to sell food by means of vending machine ("VM Permit"). Our investigation revealed that some permit holders have not complied stringently with the licensing requirements and conditions imposed by FEHD, and there is room for improvement on the part of FEHD in its processing and approving of applications for VM permits and monitoring of licensed vending machines.

Our recommendations

The Ombudsman made ten recommendations to FEHD, including requiring permit applicants to submit information about the devices and operation of vending machines and keep it in the case files; updating existing guidelines with instructions to staff on how to compile specific records of pre-approval inspection; beefing up the licensing conditions with clear and specific details on temperature control, machine cleansing and sterilisation, and record keeping, while exploring stepping up random checks on such records; exploring the feasibility of more proactive bacteriological testing of food and beverages sold by means of vending machines; requiring permit holders to display the Permit on the outside of machines, and disseminating information about licensing requirements/conditions imposed on vending machines to facilitate public monitoring; requiring all vending machines of food under temperature control to be fitted with an externally readable thermometer or to provide relevant information; and providing organisations which dispenses free food by self-service machines with important information for safeguarding public hygiene and health.

接到及已跟進並結案的投訴個案
Complaints Received and Complaints Pursued & Concluded

按英文字母順序排列
in alphabetical order

部門或機構	Department or organisation	接到的投訴個案數目 No. of complaints received	已跟進並結案的投訴個案數目[1] No. of complaints pursued and concluded[1]
第1部分：政府部門	**Part 1: Government Departments**		
漁農自然護理署	Agriculture, Fisheries and Conservation Department	48	15
建築署	Architectural Services Department	8	3
審計署	Audit Commission	1	1
醫療輔助隊	Auxiliary Medical Service	1	0
屋宇署	Buildings Department	164	103
民眾安全服務處	Civil Aid Service	2	0
民航處	Civil Aviation Department	5	0
土木工程拓展署	Civil Engineering and Development Department	14	2
公司註冊處	Companies Registry	15	6
懲教署	Correctional Services Department	33	20
香港海關	Customs and Excise Department	64	12
衞生署	Department of Health	83	34
律政司	Department of Justice	32	4
渠務署	Drainage Services Department	13	6
效率促進辦公室	Efficiency Office	38	31
機電工程署	Electrical and Mechanical Services Department	17	7
環境保護署	Environmental Protection Department	79	31
消防處	Fire Services Department	39	18
食物環境衞生署	Food and Environmental Hygiene Department	386	207
行政長官辦公室總務室	General Office of the Chief Executive's Office	9	4
政府飛行服務隊	Government Flying Service	2	1
政府化驗所	Government Laboratory	1	1
政府物流服務署	Government Logistics Department	2	1
政府產業署	Government Property Agency	8	1

接到及已跟進並結案的投訴個案
Complaints Received and Complaints Pursued & Concluded

部門或機構	Department or organisation	接到的投訴個案數目 No. of complaints received	已跟進並結案的投訴個案數目[1] No. of complaints pursued and concluded[1]
政府總部	Government Secretariat		
– 政務司司長辦公室	– Chief Secretary for Administration's Office	29	59
– 公務員事務局	– Civil Service Bureau	17	2
– 商務及經濟發展局	– Commerce and Economic Development Bureau	1	0
– 政制及內地事務局	– Constitutional and Mainland Affairs Bureau	1	1
– 文化體育及旅遊局	– Culture, Sports and Tourism Bureau	3	1
– 發展局	– Development Bureau	11	11
– 教育局	– Education Bureau	68	41
– 環境及生態局	– Environment and Ecology Bureau	4	1
– 財政司司長辦公室	– Financial Secretary's Office	2	2
– 財經事務及庫務局	– Financial Services and the Treasury Bureau	40	16
– 醫務衞生局	– Health Bureau	16	12
– 民政及青年事務局	– Home and Youth Affairs Bureau	6	2
– 房屋局	– Housing Bureau	20	12
– 創新科技及工業局	– Innovation, Technology and Industry Bureau	3	1
– 勞工及福利局	– Labour and Welfare Bureau	5	2
– 保安局	– Security Bureau	26	2
– 運輸及物流局	– Transport and Logistics Bureau	6	4
路政署	Highways Department	59	43
民政事務總署	Home Affairs Department	88	46
香港天文台	Hong Kong Observatory	4	1
香港警務處	Hong Kong Police Force	57	10
房屋署	Housing Department	463	303
入境事務處	Immigration Department	155	73
政府新聞處	Information Services Department	1	1
稅務局	Inland Revenue Department	81	24
創新科技署	Innovation and Technology Commission	5	3
知識產權署	Intellectual Property Department	2	2

接到及已跟進並結案的投訴個案
Complaints Received and Complaints Pursued & Concluded

部門或機構	Department or organisation	接到的投訴個案數目 No. of complaints received	已跟進並結案的投訴個案數目[1] No. of complaints pursued and concluded[1]
司法機構政務長	Judiciary Administrator	14	6
勞工處	Labour Department	54	24
土地註冊處	Land Registry	9	2
地政總署	Lands Department	221	119
法律援助署	Legal Aid Department	60	19
康樂及文化事務署	Leisure and Cultural Services Department	199	100
海事處	Marine Department	14	5
通訊事務管理局辦公室	Office of the Communications Authority	19	8
政府資訊科技總監辦公室	Office of the Government Chief Information Officer	2	0
破產管理署	Official Receiver's Office	10	5
規劃署	Planning Department	12	4
郵政署	Post Office	38	21
香港電台	Radio Television Hong Kong	4	2
差餉物業估價署	Rating and Valuation Department	11	3
選舉事務處	Registration and Electoral Office	10	3
社會福利署	Social Welfare Department	126	64
工業貿易署	Trade and Industry Department	6	3
運輸署	Transport Department	380	253
庫務署	Treasury	1	0
水務署	Water Supplies Department	98	50
在職家庭及學生資助事務處	Working Family and Student Financial Assistance Agency	26	16
第2部分：公營機構	**Part 2: Public Organisations**		
會計及財務匯報局	Accounting and Financial Reporting Council	1	0
機場管理局	Airport Authority	12	2
競爭事務委員會	Competition Commission	4	1
消費者委員會	Consumer Council	24	7

接到及已跟進並結案的投訴個案
Complaints Received and Complaints Pursued & Concluded

部門或機構	Department or organisation	接到的投訴個案數目 No. of complaints received	已跟進並結案的投訴個案數目[1] No. of complaints pursued and concluded[1]
僱員再培訓局	Employees Retraining Board	6	2
平等機會委員會	Equal Opportunities Commission	24	6
地產代理監管局	Estate Agents Authority	8	2
香港房屋委員會	Hong Kong Housing Authority	8	6
香港房屋協會	Hong Kong Housing Society	27	12
香港金融管理局	Hong Kong Monetary Authority	19	8
香港體育學院有限公司	Hong Kong Sports Institute Limited	4	2
醫院管理局	Hospital Authority	188	45
廉政公署	Independent Commission Against Corruption	2	0
保險業監管局	Insurance Authority	14	4
九廣鐵路公司	Kowloon-Canton Railway Corporation	1	0
立法會秘書處	Legislative Council Secretariat	2	0
強制性公積金計劃管理局	Mandatory Provident Fund Schemes Authority	7	5
個人資料私隱專員	Privacy Commissioner for Personal Data	13	5
物業管理業監管局	Property Management Services Authority	29	30
證券及期貨事務監察委員會	Securities and Futures Commission	106	5
香港考試及評核局	The Hong Kong Examinations and Assessment Authority	13	5
旅遊業監管局	Travel Industry Authority	7	2
市區重建局	Urban Renewal Authority	20	6
職業訓練局	Vocational Training Council	20	5
西九文化區管理局	West Kowloon Cultural District Authority	1	2
其他機構[2]	Other Organisations[2]	240	1
合計	**Total**	**4,351**	**2,053**

註釋：
1. 包括在上一個年度接到，但在本年度才完成跟進並結案的投訴個案。
2. 「其他機構」是指不在《申訴專員條例》附表1內的機構。

Notes :
1. Including the complaints received in the previous year but pursued and concluded in the prevailing year.
2. “Other Organisations” are organisations falling outside Schedule 1 to The Ombudsman Ordinance.

以查訊方式結案的投訴個案結果
Results of Complaints Concluded by Inquiry

按英文字母順序排列
in alphabetical order

部門或機構	Department or organisation	以查訊方式結案的投訴個案數目 No. of complaints concluded by inquiry	發現有缺失或不足之處的個案 Cases with inadequacies or deficiencies found
第1部分：政府部門	**Part 1: Government Departments**		
漁農自然護理署	Agriculture, Fisheries and Conservation Department	13	3
建築署	Architectural Services Department	1	0
審計署	Audit Commission	1	0
屋宇署	Buildings Department	78	24
土木工程拓展署	Civil Engineering and Development Department	2	0
公司註冊處	Companies Registry	5	1
懲教署	Correctional Services Department	20	1
香港海關	Customs and Excise Department	12	0
衞生署	Department of Health	30	6
律政司	Department of Justice	4	0
渠務署	Drainage Services Department	5	1
效率促進辦公室	Efficiency Office	29	5
機電工程署	Electrical and Mechanical Services Department	5	1
環境保護署	Environmental Protection Department	27	1
消防處	Fire Services Department	17	2
食物環境衞生署	Food and Environmental Hygiene Department	160	47
行政長官辦公室總務室	General Office of the Chief Executive’s Office	4	2
政府飛行服務隊	Government Flying Service	1	0
政府化驗所	Government Laboratory	1	0
政府產業署	Government Property Agency	1	0

以查訊方式結案的投訴個案結果
Results of Complaints Concluded by Inquiry

部門或機構	Department or organisation	以查訊方式結案的投訴個案數目 No. of complaints concluded by inquiry	發現有缺失或不足之處的個案 Cases with inadequacies or deficiencies found
政府總部	Government Secretariat		
– 政務司司長辦公室	– Chief Secretary for Administration's Office	45	9
– 公務員事務局	– Civil Service Bureau	2	0
– 政制及內地事務局	– Constitutional and Mainland Affairs Bureau	1	0
– 文化體育及旅遊局	– Culture, Sports and Tourism Bureau	1	0
– 發展局	– Development Bureau	11	1
– 教育局	– Education Bureau	38	3
– 環境及生態局	– Environment and Ecology Bureau	1	1
– 財政司司長辦公室	– Financial Secretary's Office	2	1
– 財經事務及庫務局	– Financial Services and the Treasury Bureau	7	0
– 醫務衛生局	– Health Bureau	11	4
– 民政及青年事務局	– Home and Youth Affairs Bureau	1	0
– 房屋局	– Housing Bureau	12	0
– 創新科技及工業局	– Innovation, Technology and Industry Bureau	1	0
– 勞工及福利局	– Labour and Welfare Bureau	2	0
– 保安局	– Security Bureau	1	1
– 運輸及物流局	– Transport and Logistics Bureau	4	1
路政署	Highways Department	35	4
民政事務總署	Home Affairs Department	39	10
香港天文台	Hong Kong Observatory	1	0
香港警務處	Hong Kong Police Force	10	5
房屋署	Housing Department	270	28
入境事務處	Immigration Department	66	6
政府新聞處	Information Services Department	1	0
稅務局	Inland Revenue Department	18	7
創新科技署	Innovation and Technology Commission	2	0
知識產權署	Intellectual Property Department	1	0

以查訊方式結案的投訴個案結果
Results of Complaints Concluded by Inquiry

部門或機構	Department or organisation	以查訊方式結案的投訴個案數目 No. of complaints concluded by inquiry	發現有缺失或不足之處的個案 Cases with inadequacies or deficiencies found
司法機構政務長	Judiciary Administrator	6	0
勞工處	Labour Department	22	1
土地註冊處	Land Registry	2	0
地政總署	Lands Department	109	23
法律援助署	Legal Aid Department	19	0
康樂及文化事務署	Leisure and Cultural Services Department	87	11
海事處	Marine Department	5	1
通訊事務管理局辦公室	Office of the Communications Authority	8	1
破產管理署	Official Receiver's Office	4	1
規劃署	Planning Department	3	0
郵政署	Post Office	19	8
香港電台	Radio Television Hong Kong	1	1
差餉物業估價署	Rating and Valuation Department	3	1
選舉事務處	Registration and Electoral Office	3	2
社會福利署	Social Welfare Department	57	7
工業貿易署	Trade and Industry Department	2	0
運輸署	Transport Department	213	60
水務署	Water Supplies Department	44	10
在職家庭及學生資助事務處	Working Family and Student Financial Assistance Agency	12	0

以查訊方式結案的投訴個案結果
Results of Complaints Concluded by Inquiry

部門或機構	Department or organisation	以查訊方式結案的投訴個案數目 No. of complaints concluded by inquiry	發現有缺失或不足之處的個案 Cases with inadequacies or deficiencies found
第2部分：公營機構	**Part 2: Public Organisations**		
機場管理局	Airport Authority	2	1
競爭事務委員會	Competition Commission	1	0
消費者委員會	Consumer Council	4	3
僱員再培訓局	Employees Retraining Board	2	0
平等機會委員會	Equal Opportunities Commission	6	0
地產代理監管局	Estate Agents Authority	2	1
香港房屋委員會	Hong Kong Housing Authority	6	3
香港房屋協會	Hong Kong Housing Society	11	2
香港金融管理局	Hong Kong Monetary Authority	8	1
香港體育學院有限公司	Hong Kong Sports Institute Limited	2	0
醫院管理局	Hospital Authority	43	13
保險業監管局	Insurance Authority	3	0
強制性公積金計劃管理局	Mandatory Provident Fund Schemes Authority	5	0
個人資料私隱專員	Privacy Commissioner for Personal Data	5	1
物業管理業監管局	Property Management Services Authority	30	6
證券及期貨事務監察委員會	Securities and Futures Commission	5	0
香港考試及評核局	The Hong Kong Examinations and Assessment Authority	5	1
旅遊業監管局	Travel Industry Authority	2	0
市區重建局	Urban Renewal Authority	4	0
職業訓練局	Vocational Training Council	4	0
西九文化區管理局	West Kowloon Cultural District Authority	2	1
其他機構[1]	Other Organisations[1]	1	0
合計	**Total**	**1,771**	**335**

註1. 「其他機構」是指不在《申訴專員條例》附表1內的機構。
Note 1. "Other Organisations" are organisations falling outside Schedule 1 to The Ombudsman Ordinance.

經全面調查後結案的個案索引
Index of Cases Concluded by Full Investigation

第1部分：政府部門
Part 1 : Government Departments

按英文字母順序排列
in alphabetical order

個案編號 Case No.	投訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recom-mendations
漁農自然護理署 Agriculture, Fisheries and Conservation Department			
2023/1308	未能提供清晰的指引及指示以識別郊區地圖上有管理維修的山徑 Failing to provide clear guidelines and instructions on how to identify maintained trails on countryside maps	不成立 Unsubstantiated	0
建築署 Architectural Services Department			
2023/0522B	延誤維修某泳池淋浴間的熱水供應系統 Delay in repairing the hot water supply system for shower cubicles of a swimming pool	不成立 Unsubstantiated	0
屋宇署 Buildings Department			
2022/1619E	沒有適當跟進某村屋的違規僭建問題 Failing to properly follow up on the unauthorised building works of a village house	部分成立 Partially substantiated	2
2022/3740	未有處理投訴人舉報的多項違例建築工程及回覆他的查詢 Failing to handle the complainant's report of numerous unauthorised building works and reply to his queries	部分成立 Partially substantiated	2
2022/4011	延誤跟進就僭建物發出的清拆令 Delay in following up on a removal order issued against unauthorised buildings works	成立 Substantiated	1
2023/0088B	延誤處理投訴人的滲水個案 Delay in handling the complainant's seepage case	成立 Substantiated	0
2023/0153(I)	未有妥善處理索取某大廈的歷史文件的要求 Failing to properly handle a request for historical documents of a building	投訴不成立，但機構另有缺失 Unsubstantiated but other inadequacies found	0

個案編號 Case No.	投訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recom-mendations
公司註冊處 Companies Registry			
2023/1018	未有妥善處理投訴人有關某公司誤用其住址作註冊地址的投訴 Failing to properly handle the complainant's complaint about a company mistakenly using his residential address as its registered address	不成立 Unsubstantiated	0
衞生署 Department of Health			
2022/0792	(1) 遲遲未能向投訴人發出資料正確的隔離文件（成立）；以及 (2) 處理投訴人的個案做法相當混亂，重複發出隔離文件，而每次文件都列載不同的隔離期（成立） (1) Delay in issuing a correct isolation document to the complainant (substantiated); and (2) Extremely unorganised handling of the complainant's case in that the Department had repeatedly issued isolation documents each bearing a different isolation period (substantiated)	成立 Substantiated	3
2022/2969B	沒有向公眾及其他政府部門解釋有關2019冠狀病毒病康復人士在同住家人確診後的檢疫安排 Failing to explain to the public and other Government departments the quarantine arrangements for recovered COVID-19 patients in case of any new confirmed cases in the same household	不成立 Unsubstantiated	0
2022/3659A	(1) 投訴人父親在身故前接種新冠疫苗之後出現的異常事件，有關當局的跟進工作極不透明，而家屬亦無從知悉當局所作的跟進（不成立）；以及 (2) 拒絕提供專家委員會的關聯評估（不成立） (1) The transparency of the follow-up actions taken after the occurrence of adverse events following COVID-19 immunisation of the complainant's late father was extremely low, and that there was no channel for family members to learn the follow-up actions taken by the authorities (unsubstantiated); and (2) Refusal to provide the causality assessment by the Expert Committee (unsubstantiated)	不成立 Unsubstantiated	0

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2023/0201	儘管一名外籍家庭傭工已向衞生署澄清已遵從2019冠狀病毒病強制檢測規定，並獲該署確認她已遵辦，但該署仍錯誤地向她發出檢測令及其後的跟進信件 Mistakenly issuing the COVID-19 Compulsory Testing Order and relevant follow-up letters to a foreign domestic helper despite her clarification and DH's confirmation of her compliance with the testing requirement	成立 Substantiated	3
渠務署 Drainage Services Department			
2023/0990A	與地政總署互相推卸責任，延誤處理某幅政府土地的水浸問題 Delay in handling the flooding problem on a piece of Government land due to the shifting of responsibility between the Department and the Lands Department	不成立 Unsubstantiated	0
效率促進辦公室 Efficiency Office			
2023/0135C	沒有將有關懸掛褪色及破損的國旗及區旗的投訴轉介予負責部門 Failing to refer a complaint about flying faded and damaged national flags and regional flags to the relevant department(s)	投訴不成立，但機構另有缺失 Unsubstantiated but other inadequacies found	2
機電工程署 Electrical and Mechanical Services Department			
2022/3578	重複要求投訴人提交資料以證明產品符合安全規格 Repeatedly requiring the complainant to submit information to prove that the products concerned met the safety requirements	部分成立 Partially substantiated	1
2023/0522C	延誤維修某泳池淋浴間的熱水供應系統 Delay in repairing the hot water supply system for shower cubicles of a swimming pool	不成立 Unsubstantiated	0

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環境保護署 Environmental Protection Department			
2022/1619F	在勸諭涉嫌排放污水的處所負責人後，沒有進一步執法 Failing to take further enforcement action after giving advice to the person in charge of a premises suspected of discharging effluent	不成立 Unsubstantiated	2
2022/3620	未有採取適當行動，以關閉兩間持續無牌經營的混凝土廠 Failing to take proper actions to close down two concrete batching plants continuously operating without a valid licence	不成立 Unsubstantiated	0
2023/1195D	未有解決某海濱長廊長期擺放建築廢料、機器、船隻等物品的問題 Failing to resolve the long-standing problem of depositing of construction waste, machines, vessels, etc. at a waterfront promenade	不成立 Unsubstantiated	0
消防處 Fire Services Department			
2023/0403B	未有就投訴人要求退回銀行擔保作正面回覆 Lack of positive response to the complainant's request for return of Bank Guarantees	成立 Substantiated	1
食物環境衞生署 Food and Environmental Hygiene Department			
2022/1619A	安排身穿制服及乘坐政府車輛的職員巡查涉嫌無牌經營食物業的處所，但沒有安排夜間巡查及回覆投訴人有關垃圾堆積的問題 Arranging inspections on an allegedly unlicensed food premises by uniformed staff and staff arriving in government vehicles, but failing to arrange night time inspections and reply to the complainant about the issue of piling of refuse	投訴不成立，但機構另有缺失 Unsubstantiated but other inadequacies found	3

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2022/2602	(1) 未有妥善管理某公眾街市（不成立）； (2) 未有跟進及回覆投訴人的投訴（部分成立）；以及 (3) 未有對違規攤檔進行執管行動及終止有關租戶的租約，然後就有關攤檔進行公開競投（不成立） (1) Improper management of a public market (unsubstantiated); (2) Failing to follow up on and respond to the complainant's complaints (partially substantiated); and (3) Failing to regulate the irregularities and terminate the tenancies of the stall tenants who breached the tenancy agreements and then put up those stalls for public auction (unsubstantiated)	部分成立，並另有不足 Partially substantiated and other inadequacies found	5
2022/2840	未有妥善管理某公眾街市 Improper management of a public market	投訴不成立，但機構另有缺失 Unsubstantiated but other inadequacies found	5
2022/3803	(1) 無理拒絕就一宗滲水投訴到事涉處所突擊量度濕度值，轉換個案主任，以及終止調查（不成立）； (2) 延誤回覆職員投訴（不成立）；以及 (3) 沒有回覆電話和留言訊息（未有定論） (1) Unreasonably refusing to conduct surprise moisture content checks at the subject premises of a water seepage complaint, change the case officer and terminate the investigation (unsubstantiated); (2) Delay in replying to a staff complaint (unsubstantiated); and (3) Failing to reply to telephone calls and voice messages (inconclusive)	不成立 Unsubstantiated	0
2023/0088A	延誤處理投訴人的滲水個案 Delay in handling the complainant's seepage case	不成立 Unsubstantiated	0
2023/0208A	對某批發市場外雜物阻街的問題執法不力 Ineffective enforcement against street obstruction by miscellaneous articles outside a wholesale market	不成立 Unsubstantiated	0
2023/0503A	對某批發市場外雜物阻街的問題執法不力 Ineffective enforcement against street obstruction by miscellaneous articles outside a wholesale market	不成立 Unsubstantiated	0

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2023/0824	就某大排檔非法擴展營業範圍引致阻街一事執法不力 Ineffective enforcement against street obstruction caused by unauthorised extension of business area of a cooked food stall	不成立 Unsubstantiated	0
2023/1195C	未有解決某海濱長廊長期擺放建築廢料、機器、船隻等物品的問題 Failing to resolve the long-standing problem of depositing of construction waste, machines, vessels, etc. at a waterfront promenade	不成立 Unsubstantiated	0
2023/2751	有第三者在場時填寫並向投訴人發出「定額罰款通知書」，危害投訴人的私隱 Completing a fixed penalty notice for issuance to the complainant in the presence of a third party, prejudicing the privacy of the complainant	成立 Substantiated	0
政府物流服務署 Government Logistics Department			
2023/0403A	未有就投訴人要求退回銀行擔保作正面回覆 Lack of positive response to the complainant's request for return of Bank Guarantees	投訴不成立，但機構另有缺失 Unsubstantiated but other inadequacies found	1
政府總部 – 政務司司長辦公室 Government Secretariat – Chief Secretary for Administration's Office			
2023/0135B	沒有按《關於展示及使用國旗、國徽及區旗、區徽的規定》跟進有關懸掛褪色及破損的國旗及區旗的投訴 Failing to follow up on a complaint about flying faded and damaged national and regional flags in accordance with the Stipulations for the Display and Use of the National Flag and National Emblem and the Regional Flag and Regional Emblem	部分成立 Partially substantiated	2
政府總部 – 教育局 Government Secretariat – Education Bureau			
2022/2969A	未有向學校提供清晰指引，闡明對2019冠狀病毒病康復學生的檢疫要求，以致投訴人兒子在康復後因家人確診而被學校拒絕復課 Failing to provide clear guidelines for schools on the quarantine requirements for students recovering from COVID-19, resulting in the complainant's son being refused by his school to resume classes due to a new confirmed case in the family	部分成立 Partially substantiated	0

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2023/1747	無理拒絕讓某小學在2023/24學年繼續開辦小一 Unreasonably refusing to allow a primary school to continue operating Primary One classes in the 2023/24 school year	不成立 Unsubstantiated	0
2023/1894	無理拒絕讓某小學在2023/24學年繼續開辦小一 Unreasonably refusing to allow a primary school to continue operating Primary One classes in the 2023/24 school year	不成立 Unsubstantiated	0
政府總部 – 醫務衞生局 Government Secretariat – Health Bureau			
2022/3659C	(1) 投訴人父親在身故前接種新冠疫苗之後出現的異常事件，有關當局的跟進工作極不透明，而家屬亦無從知悉當局所作的跟進（成立）；以及 (2) 拒絕提供專家委員會的關聯評估（不成立） (1) The transparency of the follow-up actions taken after the occurrence of adverse events following COVID-19 immunisation of the complainant's late father was extremely low, and that there was no channel for family members to learn the follow-up actions taken by the authorities (substantiated); and (2) Refusal to provide the causality assessment by the Expert Committee (unsubstantiated)	部分成立 Partially substantiated	1
政府總部 – 民政及青年事務局 Government Secretariat – Home and Youth Affairs Bureau			
2022/3610	在沒有進行諮詢的情況下，不當地單方面終止互助委員會計劃 Improper and unilateral termination of the Mutual Aid Committee Scheme without prior consultation	不成立 Unsubstantiated	0
政府總部 – 保安局 Government Secretariat – Security Bureau			
2023/1893(I)	無理拒絕有關索取社區隔離設施每日入住數據的要求 Unreasonably refusing a request for information relating to daily occupancy of community isolation facilities	投訴不成立，但機構另有缺失 Unsubstantiated but other inadequacies found	0

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路政署 Highways Department			
2023/1195B	未有解決某海濱長廊長期擺放建築廢料、機器、船隻等物品的問題 Failing to resolve the long-standing problem of depositing of construction waste, machines, vessels, etc. at a waterfront promenade	不成立 Unsubstantiated	0
民政事務總署 Home Affairs Department			
2022/1972A	沒有妥善處理五座建於認可殯葬區外的墳墓 Improper handling of five graves built outside a permitted burial ground	成立 Substantiated	3
2022/3692B	延誤向地政總署提供有關一座懷疑屬山邊非法殯葬的金塔墳墓的資料 Delay in providing information to the Lands Department regarding an urn suspected to be illegal hillside burial	投訴不成立，但機構另有缺失 Unsubstantiated but other inadequacies found	1
2023/0135A	沒有在地區層面跟進有關懸掛褪色及破損的國旗及區旗的投訴 Failing to take follow-up action at the district level regarding a complaint about flying faded and damaged national flags and regional flags	投訴不成立，但機構另有缺失 Unsubstantiated but other inadequacies found	1
2023/0208B	沒有積極協調部門處理某批發市場外的違規問題 Failing to take positive steps to coordinate departments' handling of the irregularities outside a wholesale market	不成立 Unsubstantiated	0
2023/0503B	沒有積極協調部門處理某批發市場外的違規問題 Failing to take positive steps to coordinate departments' handling of the irregularities outside a wholesale market	不成立 Unsubstantiated	0
2023/1195E	未有解決某海濱長廊長期擺放建築廢料、機器、船隻等物品的問題 Failing to resolve the long-standing problem of depositing of construction waste, machines, vessels, etc. at a waterfront promenade	不成立 Unsubstantiated	0

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2023/2289A	沒有妥善處理某鄉村的村屋非法佔用政府土地的違規問題，有推卸責任之嫌 Failing to properly handle illegal occupation of Government land by village houses in a village, which amounted to shirking of responsibility	不成立 Unsubstantiated	0
房屋署 Housing Department			
2022/2920	(1) 沒有妥善跟進投訴人的噪音投訴（部分成立）； (2) 沒有書面回覆或認收投訴人多次以「舉報濫用公屋郵柬」作出的舉報（成立）；以及 (3) 沒有妥善跟進投訴人的濫用公屋舉報（部分成立） (1) Failing to properly follow up on the noise complaints lodged by the complainant (partially substantiated); (2) Lack of a written reply to or acknowledgement of receipt of reports made by the complainant using the Tenancy Abuse Report Aerogramme (substantiated); and (3) Failing to properly follow up on the complainant's reports of tenancy abuse (partially substantiated)	部分成立 Partially substantiated	5
2022/3706	(1) 錯誤地取消投訴人就租用某屋邨商舖的投標資格（投訴不成立，但機構另有缺失）；以及 (2) 沒有讓投標者知悉審批標書的準則及優次取捨，有違公開公平原則（成立） (1) Mistakenly disqualified the complainant from bidding for the rental of a shop in a housing estate (unsubstantiated but other inadequacies found); and (2) Failing to make available to bidders the criteria for approving tenders and factors in determining priority, which was in contrary to the principles of transparency and fairness (substantiated)	部分成立 Partially substantiated	2

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2023/0079A	(1) 長久以來誤導投訴人無須刪除其女兒的戶籍，但又突然要求投訴人提交證明文件，以申請刪除其女兒的戶籍（不成立）；以及 (2) 無理拒絕接納投訴人提交的證明文件，延誤處理投訴人刪除女兒戶籍的申請（不成立）	不成立	0
	(1) Having misled the complainant for a long time that deletion of her daughter's residence was unnecessary, the Department suddenly required the complainant to submit supporting document for applying for deletion of her daughter from the tenancy (unsubstantiated); and (2) Unreasonably refusing to accept the complainant's supporting document and delaying the handling of the complainant's application for deletion of her daughter's residence (unsubstantiated)	Unsubstantiated	
入境事務處 Immigration Department			
2023/2469	(1) 投訴人在申請香港特別行政區護照時，透過網上系統上載照片，但照片不合規格，部門卻沒有通知投訴人（不成立）； (2) 即使投訴人上載的照片不合規格，部門仍然容許投訴人預約領取護照（成立）；以及 (3) 只以電郵通知投訴人，而沒有致電通知他們其上載的照片不合規格（不成立）	部分成立	2
	(1) Failing to inform the complainants that the photographs they uploaded for applying for HKSAR passports did not meet the specifications despite that such photographs were successfully submitted through the internet (unsubstantiated); (2) Allowing the complainants to make appointment bookings for collection of their HKSAR passports despite that their uploaded photographs did not meet the specifications (substantiated); and (3) Informing the complainants that their uploaded photographs did not meet the specifications by email only, without calling them as well (unsubstantiated)	Partially substantiated	

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地政總署 Lands Department			
2022/1619B	沒有就某村屋非法佔用政府土地即時採取土地管制行動，亦沒有就該村屋未補地價而經營食物業一事回覆投訴人 Failing to take prompt land enforcement action against illegal occupation of Government land by a village house and reply to the complainant about the operation of food business at the village house without payment of regrant premium	投訴不成立，但機構另有缺失 Unsubstantiated but other inadequacies found	2
2022/1972B	沒有妥善處理五座建於認可殯葬區外的墳墓 Improper handling of five graves built outside a permitted burial ground	不成立 Unsubstantiated	0
2022/3692A	沒有適時及妥善回覆投訴人就一座金塔墳墓懷疑屬山邊非法殯葬的查詢或舉報 Failing to reply to the complainant's enquiry or report about an urn suspected to be illegal hillside burial in a timely and appropriate manner	成立 Substantiated	1
2023/0990B	與渠務署互相推卸責任，延誤處理某幅政府土地的水浸問題 Delay in handling the flooding problem on a piece of Government land due to the shifting of responsibility between the Department and the Drainage Services Department	不成立 Unsubstantiated	0
2023/1195A	未有解決某海濱長廊長期擺放建築廢料、機器、船隻等物品的問題 Failing to resolve the long-standing problem of depositing of construction waste, machines, vessels, etc. at a waterfront promenade	不成立 Unsubstantiated	0
2023/2289B	沒有妥善處理某鄉村的村屋非法佔用政府土地的違規問題，有推卸責任之嫌 Failing to properly handle illegal occupation of Government land by village houses in a village, which amounted to shirking of responsibility	部分成立 Partially substantiated	1

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康樂及文化事務署 Leisure and Cultural Services Department			
2022/3487	(1) 未能有效巡視某游泳池，以致投訴人在授泳區內一條泳線游泳時，被正在習泳的其他泳客撞擊頭部（不成立）；以及 (2) 未有按程序規範授泳活動只能在指定公眾授泳區內進行，將不同類型的泳池使用者分流（成立） (1) Ineffective patrol at a swimming pool, causing the complainant to be hit at the head by other swimmers under coaching while swimming in one of the coaching lanes (unsubstantiated); and (2) Failing to follow the procedures for confining coaching activities to the designated public coaching area to separate different types of pool users (substantiated)	部分成立 Partially substantiated	3
2022/3895(I)	拒絕提供公共圖書館下架或註銷書籍的資料 Refusing to provide information of books removed or withdrawn from public library shelves	投訴不成立，但機構另有缺失 Unsubstantiated but other inadequacies found	0
2023/0522A	延誤維修某泳池淋浴間的熱水供應系統 Delay in repairing the hot water supply system for shower cubicles of a swimming pool	投訴不成立，但機構另有缺失 Unsubstantiated but other inadequacies found	1
2023/2178(I)	拒絕提供香港公共圖書館購入的中文書籍名單 Refusing to provide the list of Chinese books purchased by the Hong Kong Public Libraries	不成立 Unsubstantiated	0
2023/2775A	容許讀者利用圖書館內的影印機複印書本，但對於投訴人拍下某書的封面以便稍後借閱該書的做法，卻無理地視為侵犯版權行為 Unreasonably regarding the complainant's taking photograph of a book cover for the sake of borrowing the book later on an infringement of copyright while allowing readers to photocopy books using the photocopiers provided by libraries	不成立 Unsubstantiated	0

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規劃署 Planning Department			
2022/4287	(1) 給投訴人的書面回覆內容有誤（不成立）； (2) 沒有按程序將事涉規劃許可申請的補充資料上載網頁，以及沒有適切回覆投訴人的相關查詢（成立）； (3) 事涉規劃許可申請的諮詢程序不公，包括沒有給予公眾人士充足機會及時間表達意見（不成立）； (4) 沒有適當處理及公布區議會及公眾人士就事涉規劃許可申請提出的意見（不成立）； (5) 沒有充分考慮事涉規劃許可申請是否恰當，便呈交或推薦給城市規劃委員會審批（不成立）；以及 (6) 有關申請書及討論文件只有英文版本或中文撮要，欠缺完整中文版，妨礙大眾理解（不成立）	部分成立	1
	(1) Inaccurate contents in a written reply to the complainant (unsubstantiated); (2) Failing to upload the supplementary information of an application for planning permission to the website in accordance with the procedures and properly reply to the complainant's related enquiries (substantiated); (3) Unfair procedures for consultation on the application for planning permission, including that the public were not given sufficient opportunity and time to give comments (unsubstantiated); (4) Failing to properly handle and publish the views from the District Council and members of the public on the application for planning permission (unsubstantiated); (5) Submitting or referring the application for planning permission to the Town Planning Board for approval without giving due consideration to whether the application was appropriate (unsubstantiated); and (6) Providing only an English version or a Chinese summary but not a full Chinese version of the application form and discussion paper, posing an obstacle to public understanding (unsubstantiated)	Partially substantiated	

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香港電台 Radio Television Hong Kong			
2023/2890(I)	無理拒絕索取某電視節目的複本的要求 Unreasonably refusing a request for a copy of its television programme	不成立 Unsubstantiated	0
社會福利署 Social Welfare Department			
2022/2969C	沒有向課餘託管服務受資助機構提供具體防疫指引，以致投訴人兒子在2019冠狀病毒病康復後因家人確診而被某機構拒絕提供課餘託管服務 Failing to provide specific guidelines for subvented organisations offering after-school care service, resulting in the complainant's son being refused such service by an organisation after his recovery from COVID-19 due to a new confirmed case in the family	部分成立 Partially substantiated	0
2023/0079B	沒有妥善處理投訴人索取文件的要求 Failing to properly handle the complainant's request for document	不成立 Unsubstantiated	0
2023/0291	(1) 延誤回覆投訴人（部分成立）；以及 (2) 沒有妥善處理對某護老院舍的投訴（部分成立） (1) Delay in giving a reply to the complainant (partially substantiated); and (2) Failing to properly handle the complainant's complaint against a care home for the elderly (partially substantiated)	部分成立 Partially substantiated	5
工業貿易署 Trade and Industry Department			
2023/1155	就輸入無需取得內地出口許可的貨物，要求提供內地部門簽發的出口許可證明 Demanding provision of an export licence issued by the Mainland authority for the import of goods not requiring such a licence	不成立 Unsubstantiated	0

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個案編號 Case No.	投訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recom-mendations
運輸署 Transport Department			
2022/2992	(1) 不當地處理投訴人因須遵守檢疫令而提出的駕駛考試延期申請（投訴不成立，但機構另有缺失）；以及 (2) 給投訴人的回覆有錯漏（部分成立） (1) Improper handling of the complainant's application for postponement of driving test for compliance with a quarantine order (unsubstantiated but other inadequacies found); and (2) Its reply to the complainant had error and omission (partially substantiated)	部分成立 Partially substantiated	2
2022/3119	不當地向他人提供投訴人名下登記車輛的車輛登記細節證明書 Improper disclosure of the Certificate of Particulars of Vehicle of a vehicle registered in the complainant's name	投訴不成立，但機構另有缺失 Unsubstantiated but other inadequacies found	5
2022/3139	(1) 延誤舉行自訂車輛登記號碼拍賣（不成立）； (2) 通知申請人參加拍賣的通知期太短（不成立）； (3) 單以掛號信方式通知申請人參加拍賣（不成立）；以及 (4) 把疫情期間郵差不會要求收件人簽署須簽收的郵件的責任推卸給郵政署（不成立） (1) Delay in holding an auction of Personalised Vehicle Registration Marks (unsubstantiated); (2) Giving a very short notice to applicants for notifying them to participate in the auction (unsubstantiated); (3) Using Registered Mail as the only means to notify applicants to participate in the auction (unsubstantiated); and (4) Shifting to the Post Office the responsibility of postmen not requiring recipients to sign to acknowledge receipt of mail items during the pandemic (unsubstantiated)	不成立 Unsubstantiated	0

個案編號 Case No.	投訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recommendations
2022/3263	(1) 不當地處理投訴人因須遵守隔離令而提出的駕駛考試延期申請（投訴不成立，但機構另有缺失）；以及 (2) 沒有以相同方法處理須遵守隔離令和檢疫令的考生的駕駛考試延期申請（成立） (1) Improper handling of the complainant's application for postponement of driving test for compliance with an isolation order (unsubstantiated but other inadequacies found); and (2) Inconsistent handling of applications for postponement of driving test submitted by candidates under isolation and quarantine orders (substantiated)	部分成立 Partially substantiated	2
2022/3299	不當地處理投訴人因須遵守隔離令而提出的駕駛考試延期申請 Improper handling of the complainant's application for postponement of driving test for compliance with an isolation order	不成立 Unsubstantiated	0
2022/3507	不當地處理投訴人因須遵守隔離令而提出的駕駛考試延期申請 Improper handling of the complainant's application for postponement of driving test for compliance with an isolation order	不成立 Unsubstantiated	0
2022/3547	不當地處理投訴人因須遵守檢疫令和隔離令而提出的駕駛考試延期申請 Improper handling of the complainant's application for postponement of driving test for compliance with quarantine and isolation orders	部分成立 Partially substantiated	2
2022/3855	沒有妥善處理有人收取金錢代他人申請運輸署「大嶼山自駕遊計劃」許可證藉以牟利的問題 Failing to properly deal with the problem of someone making profit by applying for other people for permits under the "Driving on Lantau Island Scheme"	部分成立 Partially substantiated	0
2022/4357	未有按訂明準則處理某區的2022/23年度巴士路線計劃 Failing to apply the prescribed criteria to handle the Bus Route Planning Programme 2022/23 for a district	不成立 Unsubstantiated	0

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個案編號 Case No.	投訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recom-mendations
2023/0044	未有按訂明準則處理某區的2022/23年度巴士路線計劃 Failing to apply the prescribed criteria to handle the Bus Route Planning Programme 2022/23 for a district	不成立 Unsubstantiated	0
2023/0064	未有按訂明準則處理某區的2022/23年度巴士路線計劃 Failing to apply the prescribed criteria to handle the Bus Route Planning Programme 2022/23 for a district	不成立 Unsubstantiated	0
2023/0070	沒有妥善處理有人涉嫌以不正當方法搶佔運輸署「大嶼山自駕遊計劃」許可證的申請配額藉以牟利的問題 Failing to properly deal with the problem of someone allegedly using illegitimate means to grab the quotas for permits to be issued under the "Driving on Lantau Island Scheme" to make profit	部分成立 Partially substantiated	0
2023/0251	寄失投訴人的「易通行」車輛貼，以及無理要求投訴人親身到「易通行」服務中心補領車輛貼 Losing the complainant's HKeToll Vehicle Tag in the course of mail delivery and unreasonably requesting the complainant to visit an HKeToll customer service centre for a replacement	成立 Substantiated	0
2023/0302	未有按訂明準則處理某區的2022/23年度巴士路線計劃 Failing to apply the prescribed criteria to handle the Bus Route Planning Programme 2022/23 for a district	不成立 Unsubstantiated	0
2023/0410	寄失投訴人的「易通行」車輛貼，以及「易通行」熱線無人接聽和投訴不獲回覆 Losing the complainant's HKeToll Vehicle Tag in the course of mail delivery and failing to answer the complainant's call to the HKeToll hotline and reply to the complaint	成立 Substantiated	0
2023/0419	寄失投訴人的「易通行」車輛貼 Losing the complainant's HKeToll Vehicle Tag in the course of mail delivery	成立 Substantiated	0
2023/0441	寄失投訴人的「易通行」車輛貼，以及「易通行」熱線無人接聽 Losing the complainant's HKeToll Vehicle Tag in the course of mail delivery and failing to answer the complainant's call to the HKeToll hotline	成立 Substantiated	0

個案編號 Case No.	投訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recom-mendations
2023/0560	遺漏處理投訴人的「易通行」車輛貼申請 Omitting to handle the complainant's application for an HKeToll Vehicle Tag	部分成立 Partially substantiated	0
2023/0696	(1) 投訴人現有往來香港和澳門的跨境私家車配額於2023年4月到期，而新配額最早於2023年5月才可使用，但運輸署無理地不接受他於2023年2月遞交的新配額申請，而且就他對該署的質疑給予前後不一致的回覆（部分成立）； (2) 沒有因應疫情為配額自動續期三年，做法欠缺靈活及彈性（不成立）；以及 (3) 沒有在配額抽籤前要求申請人提供相關證明資料以作過濾，以致出現很多不合資格的中籤人，降低行政效率（不成立） (1) Unreasonably refusing to accept the complainant's new application, which was made in February 2023, for Hong Kong and Macao cross-boundary private cars quota despite that his existing quota would expire in April 2023 while the new quotas could only be used starting from May 2023 the earliest, and giving inconsistent replies to the complainant's queries (partially substantiated); (2) Being rigid and inflexible in processing quota applications by not allowing automatic renewal of quotas, in view of the pandemic, for 3 years (unsubstantiated); and (3) Failing to require applicants to provide relevant information for screening purpose before drawing ballots, resulting in the appearance of many successful but ineligible applicants and reduced administrative efficiency (unsubstantiated)	部分成立 Partially substantiated	1
2023/1631	在投訴人更新地址後，仍舊將信件郵寄至其舊地址 Sending letters to the complainant's previous address despite that he had already updated his address	投訴不成立，但機構另有缺失 Unsubstantiated but other inadequacies found	2

經全面調查後結案的個案索引
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個案編號 Case No.	投訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recom-mendations
2023/1790	(1) 「易通行」系統經常無法正確讀取「兩件式裝置」的司機卡，但運輸署仍推展「易通行」至其他隧道（不成立）；以及 (2) 未有妥善處理投訴人就車輛貼和司機卡的讀取情況反映的意見，以及有關「兩件式裝置」的適用範圍的查詢（成立） (1) Extending the implementation of HKeToll to other tunnels even though HKeToll system often failed to read the Driver Card of the two-piece device (unsubstantiated); and (2) Failing to properly handle the complainant's feedback on reading of the Driver Card and Vehicle Tag and enquiry about the coverage of the two-piece device (substantiated)	部分成立 Partially substantiated	0
2023/2765	(1) 「易通行」系統經常無法感應司機卡，導致隧道費須從車主的戶口扣除（不成立）；以及 (2) 「易通行」熱線職員未有妥善回應投訴人有關上述問題的查詢（成立） (1) Tunnel fee had to be deducted from the vehicle owner's account because HKeToll system often failed to read the Driver Card (unsubstantiated); and (2) Failure by HKeToll Hotline staff to properly answer the complainant's enquiry about the above-mentioned problem (substantiated)	部分成立 Partially substantiated	0
2023/2873(I)	(1) 拒絕提供有關違反交通規例或行為不當的駕駛教師的資料（不成立）；以及 (2) 沒有及時更新駕駛教師名冊（成立） (1) Refusing to provide information about driving instructors in breach of traffic regulations or involving misconduct (unsubstantiated); and (2) Failing to update the name list of driving instructors in a timely manner (substantiated)	部分成立 Partially substantiated	1

第2部分：公營機構
Part 2 : Public Organisations

個案編號 Case No.	投訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recommendations
醫院管理局 Hospital Authority			
2022/3659B	(1) 投訴人父親在身故前接種新冠疫苗之後出現的異常事件，有關當局的跟進工作極不透明，而家屬亦無從知悉當局所作的跟進（不成立）；以及 (2) 拒絕提供專家委員會的關聯評估（不成立）	不成立	0
	(1) The transparency of the follow-up actions taken after the occurrence of adverse events following COVID-19 immunisation of the complainant's late father was extremely low, and that there was no channel for family members to learn the follow-up actions taken by the authorities (unsubstantiated); and (2) Refusal to provide the causality assessment by the Expert Committee (unsubstantiated)	Unsubstantiated	
市區重建局 Urban Renewal Authority			
2023/1886A	(1) 無理拒絕披露「有需要人士維修自住物業津貼計劃」下某項維修工程的實際津貼金額及計算方法（不成立）；以及 (2) 就某項維修工程批出的津貼金額過低（投訴不成立，但機構另有缺失）	投訴不成立，但機構另有缺失	1
	(1) Unreasonably refusing to disclose the actual amount and the computation of a grant for a maintenance works project under the Building Maintenance Grant Scheme for Needy Owners (unsubstantiated); and (2) Offering a grant amount too small for a maintenance works project (unsubstantiated but other inadequacies found)	Unsubstantiated but other inadequacies found	
職業訓練局 Vocational Training Council			
2023/2455(R)	沒有按職業訓練局的《公開資料守則》處理有關某段影片的索取資料要求	部分成立	1
	Failing to handle a request for information regarding a film footage in accordance with the Code on Access to Information adopted by the Vocational Training Council	Partially substantiated	

經全面調查後結案的個案撮要選錄
Summaries of Selected Cases Concluded by Full Investigation

按英文字母順序排列
in alphabetical order

衞生署、教育局及社會福利署
Department of Health, Education Bureau and Social Welfare Department

衞生署 DH 不成立 Unsubstantiated
教育局及社署 EDB and SWD 部分成立 Partially substantiated

就新冠病毒病康復人士在家人其後確診的檢疫及復課安排有欠清晰

投訴人兩名兒子在確診2019冠狀病毒病康復後因同住家人其後確診，被學校拒絕回校復課和被課餘託管（「課託」）中心拒絕提供課託服務。投訴人投訴衞生署沒有向公眾及其他部門解釋康復人士就上述情況的檢疫安排；教育局及社會福利署（「社署」）亦沒有就上述情況分別向學校和課託中心提供適當指引。

公署的調查發現，衞生署有透過不同渠道發放有關疫情及隔離檢疫資訊（包括康復人士即使家人其後確診亦無需隔離檢疫），但教育局、社署、事涉學校及課託中心卻未能完全掌握上述安排。公署認為，衞生署應研究如何有效地向公眾傳達防疫資訊。

教育局雖有向學校提供《學校健康指引》，卻未能預計家長對上述情況會有疑問而及早將相關安排納入指引內，安排未如理想；社署亦只是籠統地要求課託中心自行參考衞生防護中心的防疫指引。公署認為，上述兩部門應適時向學校和課託中心提供具體防疫指引及更新有關指引。



Unclear quarantine and class resumption arrangements for COVID-19 recovered persons when their family members were subsequently tested positive

The complainant's two sons, recovered from COVID-19, had been denied by the school to resume class and a After School Care Programme Centre ("ASCP Centre") to receive ASCP service due to their family member tested positive subsequently. The complainant complained against the Department of Health ("DH") for failing to explain to the public and other government departments the quarantine arrangement for recovered persons in the above situation; the Education Bureau ("EDB") and the Social Welfare Department ("SWD") had also failed to provide clear guidelines for the above situations to schools and ASCP Centres respectively.

Our investigation revealed that DH did disseminate information about the COVID-19 epidemic and isolation/quarantine arrangements through different channels, including that a recovered person is not required to undergo quarantine even if their family members have tested positive subsequently. Yet, EDB, SWD, the School and the ASCP Centre had failed to fully grasp the above arrangements. We considered that DH should examine how to disseminate anti-epidemic information to the public effectively.

Although EDB had issued the "Health Protection Measures for Schools" ("the Measures") to schools, it failed to foresee parents may have queries on the above situation and incorporate the relevant arrangements into the above Measures timely, which we considered unsatisfactory. SWD had also only asked ASCP Centres to heed and refer to the relevant guidelines provided by the Centre for Health Protection generally. We considered that EDB and SWD should promptly provide schools and ASCP Centres with clear guidelines and update relevant guidelines and documents.

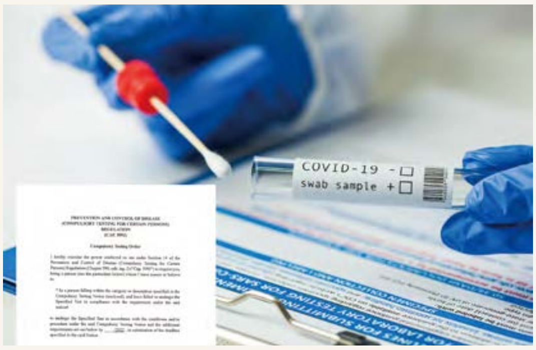
衞生署
Department of Health

衞生署 DH 成立 Substantiated

錯誤地向一名抵港外籍家庭傭工發出強制檢測令及跟進信件

投訴人[1]不滿，儘管外籍家庭傭工（「外傭」）在2022年5月從家鄉回港後已接受2019冠狀病毒病的指明檢測，並獲衞生署轄下強制檢測違例檢控辦公室（「檢控辦」）個案主任確認，但該辦仍向她發出強制檢測令及兩封相關跟進信件。

公署的調查發現整件事是由檢測中心和檢控辦的一連串人為失誤所造成的。不屬衞生署管理的檢測中心輸入了錯誤的外傭護照號碼，導致檢控辦採取後續跟進行動；其後檢控辦的個案主任雖向投訴人確認外傭已遵從檢測規定，但該主任仍多次遺漏更新Excel檔案之個案狀況，而這是結案的關鍵步驟，因為Excel檔案是檢控辦日後行動的主要記錄。該主任沒作更新的原因可能是該辦給職員的指引不清晰或相關培訓不足。此外，公署發現檢控辦延誤跟進本案的強制檢測令，反映該辦沒有機制監察涉嫌未遵辦強制檢測令而尚未完結的個案之跟進進度。



Mistakenly issuing Compulsory Testing Order and follow-up letters to a foreign domestic helper arriving in Hong Kong

The complainants[1] were dissatisfied that despite the foreign domestic helper having taken the specified COVID-19 test as confirmed by the case officer of the Compulsory Testing Prosecution Office ("CTPO") under the Department of Health ("DH"), CTPO still issued a Compulsory Testing Order ("CTO") and two follow-up letters to the helper arriving in Hong Kong from her country of origin in May 2022.

Our investigation found that the whole incident was caused by a series of human errors in a test centre and CTPO. The test centre, which was not under DH's management, input a wrong passport number of the foreign domestic helper into the test record system, resulting in follow-up actions by CTPO. Subsequently, despite that the CTPO case officer confirmed with the complainants that the helper had complied with the testing requirements, the officer had repeatedly failed to update the case status in the Excel file, which was a crucial step for case curtailment as the Excel file was the master record for CTPO's future actions. The officer's failure to update the Excel file might be due to unclear guideline to staff or insufficient staff training on updating case status. We also found that CTPO had delayed taking follow-up action on the CTO, suggesting that there was no mechanism in CTPO to monitor the progress of follow-up on outstanding cases of suspected non-compliance.

向衞生署提出的建議

- 對外傭發出終結個案確認書
- 檢討有關適當地更新檢測記錄和個案狀況的指引，並加強相關的職員培訓
- 檢討及改進有關監察日後同類執法工作進度的機制

Recommendations to DH

- Provide a written confirmation for the conclusion of the helper's case
- Review the guideline and strengthen staff training on properly updating test records and case status
- Review and enhance the mechanism of monitoring progress of similar enforcement action in future

註1. 一名外籍家庭傭工及其僱主

Note 1. A foreign domestic helper and her employer

經全面調查後結案的個案撮要選錄
Summaries of Selected Cases Concluded by Full Investigation

機電工程署
Electrical and Mechanical Services Department

機電署 EMSD 部分成立 Partially substantiated

重複要求提交電氣產品的安全規格資料

投訴人不滿機電工程署（「機電署」）重複要求他就其銷售的電氣產品提交資料，認為該署內部工作交接不周及職員間的溝通不足。

投訴人稱，他曾應機電署要求向職員甲提交兩款智能廁板的安全規格資料。翌月，職員乙要求投訴人再度提交資料，表示職員甲已退休，而且沒有詳細交接個案。該署解釋投訴人原先提交的資料未能證明產品在有關日期前已獲發符合安全規格證明書，故職員乙才聯絡他要求補交資料。但公署調查發現，該署與投訴人的溝通確有不足。機電署亦稱，在進行蒐證及檢控期間，不便向涉嫌違例者透露詳細違規事項。公署並不認同此說法。

調查亦顯示，在另一場合中，職員丙要求投訴人提交四款智能廁板（包括上述兩款）的檢測證明，但沒有表明欲獲取產品的最新資訊，令投訴人誤會職員丙重複索取資料。

公署建議機電署向業界索取資料時，清楚說明，以免產生重複要求提交資料的印象。



Repeated requests for information on electrical products regarding safety requirements

The complainant was dissatisfied with the Electrical and Mechanical Services Department's ("EMSD") repeated requests for information concerning the electrical products he sold. He considered the handover of work and communication between EMSD staff ineffective and inefficient.

Allegedly, upon EMSD's request, the complainant provided Staff A with information concerning the safety requirements of two models of smart toilet seats. However, one month later, Staff B contacted the complainant for the information again due to Staff A's inadequate handover of work before his retirement. EMSD claimed that Staff B's request was justified because the complainant's initial submission could not prove that the products had been issued with safety compliance certificates prior to the relevant date. However, our investigation revealed deficiency in the communication between EMSD and the complainant. EMSD's explanation that its staff should refrain from disclosing fine details of irregularities to suspects when collecting evidence for prosecution was unconvincing.

Our investigation also found that on a separate occasion, Staff C of EMSD requested the complainant to provide safety certificates of four models of smart toilet seats (including the two mentioned above) without specifying his need for the latest product information. Therefore, the complainant mistook it as a duplicated request.

We recommended that EMSD state clearly and explicitly the information required when reaching out to industry practitioners.

環境保護署
Environmental Protection Department

環保署 EPD 不成立 Unsubstantiated

就兩間無牌經營的混凝土廠採取的執法行動

投訴人指兩間混凝土廠（下稱「A廠」和「B廠」）被環境保護署（「環保署」）撤銷牌照後繼續營運，質疑該署沒有干預及關閉工廠。

根據《空氣污染管制條例》，混凝土廠的運作須具有效的指明工序牌照。公署調查發現，就A廠在其牌照失效後仍然運作，環保署已循各種途徑跟進，包括進行頻密的視察、發出空氣污染消滅通知、提出多宗刑事檢控、申請禁制令等。惟現行法例並無賦權該署關閉無牌經營的混凝土廠。B廠的經營者則正就其牌照續期申請被環保署拒絕進行上訴。根據相關規例，牌照在上訴期間繼續有效。

公署調查後認為環保署已按其職責範圍和現行規管機制採取必要和適當的行動，以處理A廠無牌運作一事，沒有證據顯示該署在事件中不作為或有行政失當之處。



Enforcement actions against two concrete batching plants operating without a valid licence

The complainant alleged that two concrete batching plants (referred to as “Plant A” and “Plant B”) were still in operation despite the Environmental Protection Department’s (“EPD”) revocation of their licences. He queried EPD for not intervening and shutting down these plants.

According to the Air Pollution Control Ordinance, the operation of concrete batching plants requires a valid Specified Process Licence (“SPL”). Our investigation revealed that EPD had taken various follow-up actions against Plant A’s operation without a valid SPL, including conducting frequent inspections, issuing an Air Pollution Abatement Notice, initiating multiple prosecutions, obtaining an injunction order, etc. However, the current legislation did not empower EPD to shut down an unlicensed concrete batching plant. Regarding Plant B, the operator was appealing against EPD’s decision of not renewing its SPL. Pursuant to the relevant regulations, the SPL remained valid during the appeal process.

After investigation, we considered EPD to have taken necessary and appropriate actions to tackle Plant A’s unlicensed operation according to its jurisdiction and the existing regulatory regime. There was no evidence suggesting inaction or maladministration on the part of EPD in the incident.

食物環境衞生署及民政事務總署
Food and Environmental Hygiene Department and Home Affairs Department

食環署及民政總署 FEHD and HAD 不成立 Unsubstantiated

對某批發市場的雜物阻街及噪音問題的跟進

兩名投訴人不滿食物環境衞生署（「食環署」）及民政事務總署（「民政總署」）未能解決於晚上至清晨，某批發市場附近行人路和車路有大量垃圾及雜物造成阻街，以及有電動唧車搬運貨物造成過大聲響等問題。

公署調查發現，食環署有就雜物阻街執法，包括與香港警務處採取的聯合行動；該署不會於晚上11時30分後在批發市場一帶提供潔淨服務，但一般會在早上7時30分前清掃該處的垃圾及棄置的「卡板」；就職員涉嫌違紀為他人檢拾「卡板」，該署已展開紀律調查及提醒工人遵守紀律；民政總署有透過區議會及地區管理委員會與持份者討論批發市場的情況，並向商販進行宣傳教育。

公署認為，兩署大致上已按各自職權範圍跟進問題；政府須在批發市場於晚上運作及對附近居民造成影響之間取得平衡；兩署應繼續密切留意及跟進有關問題。長遠而言，政府應積極考慮搬遷批發市場，以徹底解決問題。



Follow-up on obstruction and noise problems caused by a wholesale market

Two complainants were discontented with the failure of the Food and Environmental Hygiene Department ("FEHD") and the Home Affairs Department ("HAD") in resolving the problems of street obstruction caused by large quantities of waste and miscellaneous articles deposited on the pavements and carriageways in the vicinity of a wholesale market and the excessive noise generated by electric pallet trucks used for moving the goods around from night to early morning.

Our investigation revealed that: FEHD had taken enforcement actions against the street obstruction, including conducting joint operations with the Hong Kong Police Force; FEHD would not provide cleansing services in the wholesale market area after 11:30 pm but would normally clear the rubbish and remove the unattended pallets in the area by 7:30 am; FEHD had initiated a disciplinary inquiry into a suspected disciplinary case involving some workers who collected pallets for others and reminded them to behave properly; HAD had discussed the situation of the wholesale market with stakeholders through the District Council and the District Management Committee and communicated with the traders for publicity and education purposes.

We considered FEHD and HAD to have by and large followed up on the problems according to their purview; the Government had to strike a balance between the night-time operation of the wholesale market and its impacts on the nearby residents; FEHD and HAD should keep a close watch and follow up on the problems, while the Government should closely monitor the problems and proactively consider relocating the wholesale market as a long-term solution.

醫務衛生局、衛生署及醫院管理局
Health Bureau, Department of Health and Hospital Authority

醫衛局 HHB 部分成立 Partially substantiated
衛生署及醫管局 DH and HA 不成立 Unsubstantiated

就接種新冠疫苗後出現未能預見的嚴重異常事件的呈報機制

投訴人投訴政府當局在其父親接種新冠疫苗出現嚴重異常事件後之跟進行動極不透明，除了沒有提供渠道讓家屬了解當局的跟進行動外，亦拒絕提供專家委員會的關聯評估。

公署的調查結果顯示，醫院管理局（「醫管局」）向衛生署呈報投訴人父親的個案，衛生署按當時處理機制通知醫管局相關因果關係評估結果後，因當時的機制沒有包括將評估結果通知個別受影響的市民及其家屬的程序，故醫管局其後沒有聯絡投訴人。此外，衛生署及醫務衛生局（「醫衛局」）在疫苗接種計劃開展一年多後始設立機制，統一程序讓申請人向衛生署繳費以獲取專家委員會按要求撰寫的評估報告。公署認為，當局對申請人索取評估報告的要求的處理進度緩慢，亦未有解釋專家委員會並無相關報告，讓申請人產生了部門拒絕提供相關資料的印象。醫衛局及衛生署現已將索取評估報告的程序加入機制內。



Reporting of unexpected serious adverse events following immunisation with COVID-19 vaccines

The complainant complained that the transparency of the follow-up actions of authorities after the report of serious adverse events following immunisation with COVID-19 vaccines of her late father was extremely low. There was no channel for family members to learn the follow-up actions taken by the authorities, and the authorities had refused to provide the causality assessment by the Expert Committee.

The findings of our investigation revealed that after the Hospital Authority ("HA") had reported the case of the complainant's father to the Department of Health ("DH"), and after DH had notified HA of the relevant causality assessment results in accordance with the prevailing handling mechanism, as the then mechanism did not include the procedure of notifying individual affected persons and their families of the results, HA did not contact the complainant thereafter. In addition, the Health Bureau ("HHB") and DH started to put in place a mechanism more than a year after the commencement of the Vaccination Programme to standardise the procedures for applicants to pay a fee to DH for obtaining the required assessment reports prepared by the Expert Committee. Our Office is of the view that the authorities were slow in handling the applicants' request for the assessment reports and did not explain that the Expert Committee does not have the relevant reports, thus giving the applicants the impression that the Department had refused to provide the relevant information. HA and DH have now incorporated the procedures for requesting assessment reports into the mechanism.

向醫衛局提出的建議

- 醫衛局於相關網頁說明有關查詢接種新冠疫苗異常事件因果關係評估結果的資訊，並更新相關指引，指示職員及醫護人員向查詢人清楚解釋現行機制的運作流程

Recommendation to HHB

- To provide information on the handling of enquiries about adverse events following vaccination on the thematic webpage and to strengthen the relevant guidelines to instruct staff and healthcare professionals to clearly explain to enquirers the operational flow of the existing mechanism

前民政事務局
Former Home Affairs Bureau

前民政局 Former HAB 不成立 Unsubstantiated

政府終止互助委員會（「互委會」）計劃的決定

投訴人不滿前民政事務局（「民政局」）未經適當考慮及沒有進行諮詢便決定終止互委會計劃。

公署調查發現，現行政策沒有明文規定決策局／部門必須先進行諮詢才可作政策決定。政府在制定政策和作出政策決定時，會考慮個別政策背景及需要等情況而決定需否在事前進行公眾諮詢。由於終止計劃對互委會及其代表的居民有重大影響，持份者期望當局在作出決定前獲得諮詢，可謂合理。雖然前民政局決定終止計劃時已考慮相關因素（如互委會的角色和職能、數目、政府現時與居民的溝通渠道），但當中未有以公開諮詢方式邀請持份者表達意見，而是於決定後才去信各互委會交代其決定及依據。這未能符合部分人士就政府在作出重大政策決定前諮詢持份者的期望。

總括而言，前民政局在決定取消互委會計劃前沒有進行公眾諮詢，並沒有違反政府的既定政策和程序。該局經綜合考慮多方面的資料後才決定取消計劃，故並非未經適當考慮便作出有關決定。惟該局若能於作出決定前與各互委會及持份者充分溝通，當更理想。



Government's decision to terminate the Mutual Aid Committee ("MAC") Scheme

The complainant was dissatisfied with the decision of the former Home Affairs Bureau ("HAB") to terminate the MAC Scheme without proper consideration and consultation.

Our investigation revealed that public consultation is not mandatory in the decision-making process under the Government's prevailing policy. The Government would decide whether prior public consultation is necessary after considering the background and needs of individual policies. Since the termination of the MAC Scheme would have profound impacts on MACs and the residents they represented, it was reasonable for the stakeholders to expect the Government's prior consultation with them before making a decision. While the Bureau had considered relevant factors (e.g. the roles, functions and number of MACs, communication channels between the Government and residents) before deciding to terminate the MAC Scheme, it did not conduct any open consultation to collect stakeholders' views. Instead, the Bureau provided all MACs with a post factum explanation for its decision. This might have fallen short of the expectation of some stakeholders who expected the Government's consultation prior to making important decisions.

In sum, we do not consider the former HAB's decision to terminate the MAC Scheme without prior consultation as violating the Government's established policies and procedures. The Bureau had considered comprehensive information before making the decision. No information revealed that the MAC Scheme was terminated without proper consideration. However, it would have been more desirable if the Government had communicated with various MACs and stakeholders thoroughly before making the decision.

房屋署
Housing Department

房屋署 HD 部分成立 Partially substantiated

對轄下屋邨出租舖位的招標安排

投訴人向房屋署提交競投承租某屋邨水電修理舖位的標書，該署以他已在該邨經營相同業務為由拒絕接納。投訴人指該舖位的「投標特別章程」並無列明已在同邨經營相同業務的投標者的標書可能不獲受理，不滿該署錯誤地認為其標書違反投標章程而取消其投標資格。他亦不滿投標者無從知悉該署審批標書的準則及優次取捨。

公署調查發現，香港房屋委員會的相關指引訂明，為防止壟斷，若同一屋邨內有第二間商舖可供經營同一行業的業務，應盡可能不把商舖租予已在該邨內經營相同業務的商戶，但如沒有其他投標者以合理租金競投，現有租戶或會獲准租用。就這宗個案，房屋署並無取消投訴人的投標資格，但該署通知投訴人其招標結果時指其標書有「不妥之處」而未獲接納，可能會令投訴人誤會其投標資格被取消。公署亦發現，房屋署在招標時未有清楚向投標者説明防止壟斷的原則和做法，結果引致爭議和投訴。此外，相關招標文件亦未載有審批及優次取捨準則的資料。公署認為，投標者未能知悉標書審核的相關原則，有違合理及公平透明的本意。



Tendering arrangement for the lease of a shop in a housing estate

The complainant submitted a rental tender for a shop designated as "plumbing and electrical repair" in a housing estate, but the tender was rejected by the Housing Department ("HD") because he was already running a shop providing the same services in that housing estate. He alleged that the Special Conditions of Tender of the shop did not specify that tenders from tenderers operating the same trade in the housing estate concerned might be rejected. He was dissatisfied that HD had mistakenly considered his tender being in violation of the conditions and disqualified him from bidding for the lease of the shop, and tenderers had no way or access to ascertain HD's criteria for approving tenders and the factors to be considered in determining priority.

Our investigation revealed that, on prevention of monopoly, the relevant guidelines of the Hong Kong Housing Authority stipulate that where this is a second shop available for operating an existing trade in a housing estate, it should not be leased to the operator running the same trade in the estate if possible. Nevertheless, the existing tenant might be granted the tenancy if no other tenderers offer a reasonable tendered rent for the shop. In this case, HD had not disqualified the complainant from bidding. However, when HD informed him that the failure of his tender was due to "inappropriacy", it might have caused him to misunderstand that he had been disqualified from bidding. Our investigation also revealed that HD had failed to explain clearly to tenderers the principle and practice of prevention of monopoly in the tender process, which led to disputes and complaints. Moreover, the tendering documents of the shop did not mention to tenderers the criteria adopted in scrutinising tenders and factors in determining priority. In our view, not making available to tenderers the principles for approving tenders is against HD's intention to enable reasonable, fair and transparent tender exercises.

向房屋署提出的建議

- 檢視通知投標者競投結果的表述方式，避免引起誤解
- 考慮透過合適渠道向投標者説明該署出租商舖時有關防止壟斷的通則及審核標書時的其他考慮因素

Recommendations to HD

- Review the description of tender results in the notification letter to tenderers to avoid misunderstanding
- Consider explaining to tenderers through proper channels the general principle of prevention of monopoly and considerations pertinent to the vetting of tenders for leasing shops

運輸署
Transport Department

運輸署 TD 部分成立 Partially substantiated

處理考生因須遵從隔離令引致的駕駛考試延期申請

投訴人和妻子分別因須遵從隔離令[1]及檢疫令[2]而向運輸署申請延期參加駕駛考試。投訴人不滿該署拒絕他的申請，以及在他表明無任何症狀的情況下指他以健康理由提出申請。另一方面，該署安排他妻子補考。投訴人不滿該署以不同方法處理須遵從隔離令及檢疫令的考生的申請。

公署調查發現，運輸署初期處理考生因須遵從隔離令或檢疫令而提出的延期申請時，將兩者均視作因「非其所能控制的情況」以致不能參加考試的申請；該署只會接納持有在候試名單之末的考期（「尾期」）仍未失效的考試表格的考生的申請，為他們編配「尾期」作新考期。該署經檢討後為獲發檢疫令的考生作出特別安排：編配約為「尾期」輪候時間一半的新考期及讓考試表格在新考期已失效的考生補購考試表格。另外，由於投訴人確診2019冠狀病毒病，因此運輸署認為他的情況「屬以健康理由的延期申請」。



Handling of the application for postponing a driving test by a candidate under isolation order

The complainant and his wife had to postpone their driving tests since they had to comply with an isolation order[1] ("IO") and a quarantine order[2] ("QO") respectively. The complainant was dissatisfied that the Transport Department ("TD") rejected his application and considered his application to have been made on medical grounds despite that he had clearly pointed out that he was asymptomatic. Meanwhile, TD rescheduled his wife's test. The complainant was dissatisfied that TD handled applications by candidates having to comply with IO and QO in different ways.

Our investigation revealed that TD initially handled the applications for postponement by candidates having to comply with IO or QO by regarding both as applications made due to circumstances beyond the candidates' control leading to their being unable to attend for the tests. It only accepted those applications made by candidates who were holding Test Forms which were still valid on the end-of-list appointment dates and allocated end-of-list appointments to the candidates as the new test appointments. Upon review, TD made special arrangements for candidates who had to comply with QO: it allocated to them earlier test appointments with waiting time about half of that of end-of-list appointments and allowed them to purchase new Test Forms if their Test Forms would have expired by the new test appointments. Meanwhile, TD considered that the complainant's application for postponement was made on medical grounds since he was confirmed to have been infected with COVID-19.

註釋：
1. 疫情期間向確診人士發出
2. 疫情期間向確診人士的密切接觸者、入境人士等發出

Notes:
1. Issued to infected persons during the pandemic
2. Issued to close contacts of infected persons, inbound persons, etc. during the pandemic

公署認為，運輸署因投訴人的考試表格在「尾期」已失效而拒絕他的申請，並無不當。然而，公署認為，該署未能清晰解說以不同方法處理兩類申請的原因。另外，公署認為該署指考生以健康理由提出申請會引起誤會或爭議，而在相關法例下，處理有關申請的重點在於「非其所能控制的情況以致不能到場參加考試」，該署實無需界定考生是否以健康理由提出申請。

We consider it not unreasonable of TD to have rejected the complainant's application since his Test Form would have expired by the new test appointment. Nevertheless, it could not explain clearly why it handled the two types of applications in different ways. Moreover, we consider TD's saying that candidates had made applications on medical grounds had caused misunderstanding or disputes. The key point for handling applications for postponement under the relevant legislation is whether the candidates are through circumstances beyond their control unable to attend for tests. TD actually did not need to delineate whether the candidates had made applications on medical grounds.

向運輸署提出的建議

- 檢視審批準則，確保公平處理所有考生因「非其所能控制的情況」提出的延期申請
- 檢視給因「非其所能控制的情況」提出延期申請的考生的書面回覆，避免引起誤會並應注意提供適當解釋

Recommendations to TD

- To review the approval criteria to ensure that applications for postponement made due to circumstances beyond the candidate's control are handled in a fair manner
- To review the content of its written reply to candidates making applications for postponement due to circumstances beyond their control to avoid misunderstanding and to note that proper explanation should be given

運輸署
Transport Department

運輸署 TD 部分成立 Partially substantiated

對跨境私家車配額申請的審批

投訴人稱，他持有的往來香港和澳門的私家車配額於2023年4月到期，而新配額最早於同年5月才可使用，但運輸署無理地不接受他於同年2月遞交的新配額申請。此外，他亦指該署沒有因應疫情將配額自動續期三年，做法欠靈活，以及沒有在配額抽籤前要求申請人提供相關證明資料以作過濾，以致出現很多不合資格的中籤人，降低行政效率。

運輸署認同，如申請人原有配額的有效期在預計新配額生效日期前已屆滿，應合資格申請新配額。該署會把申請人是否現有配額持有人的審視日期，由截止申請日期改為預計新配額生效日期。公署認為，該署最初的決定確不合情理，但欣悉該署已作檢討和決定作出上述改變。

就其他指稱，運輸署解釋：該署決定在配額有效期屆滿後重新接受申請的安排是為了讓更多人受惠；而現行審核申請的程序可免卻處理大量未能中籤的申請，有助節省人手。公署接受該署的解釋。



Handling of an application for cross-boundary private cars quota

The complainant alleged that the Transport Department ("TD") unreasonably refused to accept his new application made in February 2023 for a Hong Kong and Macao cross-boundary private cars quota, despite that the quota he held would expire in April 2023 while the new quotas could only be used starting from May 2023 the earliest. He also alleged that TD was rigid in processing quota applications, by not allowing automatic renewal of quotas, in view of the pandemic, for 3 years, and failed to require applicants to provide relevant information for screening purposes before drawing ballots for successful applicants, resulting in many ineligible applicants getting selected and the lowering of administrative efficiency.

TD agreed that if an applicant's original quota would have expired before the expected effective date of the new quota, the holder should be eligible for applying for a new quota. In this light, TD would change to use the expected effective date of the new quotas instead of using the closing date of application to determine whether an applicant is a current quota holder. We consider TD's previous decision unreasonable, but are glad to learn that TD had reviewed it and decided to make the said change.

Regarding other allegations, TD explained that re-allocation of quotas upon expiry through open application aims at benefiting more people, and the current application vetting procedures can obviate the need for processing a huge number of unsuccessful applications and thus save manpower. We accept TD's explanation.

向運輸署提出的建議

- 盡快落實改善措施，把申請人是否現有配額持有人的審視日期，由截止申請日期改為預計新配額生效日期

Recommendation to TD

- To implement as soon as possible the improvement measure of using the expected effective date of the new quotas to determine whether an applicant was a quota holder, rather than using the closing date of application

運輸署
Transport Department

運輸署 TD 成立 Substantiated

推行「易通行」計劃安排及寄失「車輛貼」

投訴人續領車輛牌照時一併申請「易通行」車輛貼。他投訴運輸署寄失其車輛貼。隧道費服務商（「服務商」）職員建議他親身到服務點補領車輛貼，做法無理，浪費他的時間。

運輸署解釋，因電腦程式指令出錯，令部分申請人的郵寄地址未能完整地由該署的電腦系統轉移至「易通行」的系統，以致寄失車輛貼。至於服務商建議投訴人親身補領車輛貼，運輸署承認其處理有不足。運輸署其後已與服務商採取改善措施，並就此向投訴人致歉。

此外，運輸署早於2021年11月已經開始接受車主登記申請車輛貼，但該署於2023年1月公布將於同年2月實施「易通行」時才發出車輛貼，令大量車主於短時間內同時提出車輛貼申請和查詢，以致服務商的人手超出負荷，安排未如理想。事件反映運輸署的計劃未有預留緩衝時間處理突發問題。公署敦促運輸署總結和汲取經驗，日後推出新交通計劃／措施時，應訂立合理的推行時間表，並盡早公布詳情。



Loss of vehicle tags in the post and arrangement for implementation of HKeToll

The complainant, when applying for renewal of vehicle licence, applied for a HKeToll vehicle tag ("the vehicle tag") concurrently. He complained against the Transport Department ("TD") for losing his vehicle tag in the post, and that the Toll Service Provider ("TSP") staff had unreasonably suggested him to visit a service outlet for re-issuance of vehicle tag, wasting his time.

TD explained that due to an error in the computer programme instructions, some applicants' mailing addresses could not be completely transferred from the Department's computer system to the HKeToll system, resulting in the loss of the vehicle tags in the post. TD admitted that there are inadequacies on the part of TSP for suggesting the complainant to re-apply for the vehicle tag in person. TD had subsequently taken improvement measures with TSP and apologised to the complainant in this regard.

Besides, TD started accepting registered vehicle owners' ("RVOs") application for vehicle tags back in November 2021, but only issued the vehicle tags in January 2023 when announcing that HKeToll would be implemented in February in the same year. Such arrangement had caused a sudden surge in applications for vehicle tags and enquiries from RVOs within a short time, which exceeded the TSP's capacity. The arrangement was not satisfactory. The incident reflected that there was no buffer reserved for handling unforeseeable events in TD's plan. We urge TD to learn from this case. It should set a reasonable schedule for implementing new transport schemes/measures in future, and announce the details as soon as possible.

改善措施實例
Examples of Improvement Measures

按英文字母順序排列
in alphabetical order

第1部分：所涉部門及機構在公署進行主動調查行動後已採取的改善措施實例
Part 1: Examples of Improvement Measures Introduced by Departments and Organisations Following Our Direct Investigation Operations

機構（個案編號） **Organisation (Case reference)**	改善措施 **Improvement measures**	類別 **Category**
漁農自然護理署 Agriculture, Fisheries and Conservation Department (DI/445)	• 設立電子平台，讓獸醫診所為其客戶提交狗隻牌照申請，並以電子方式直接通知申請人其狗隻牌照已獲簽發 Established an electronic platform for submitting applications for dog licence by veterinary clinics on behalf of their clients and notifying dog keepers directly of licence issuance by electronic means	(4)
	• 在狗隻牌照到期前，以手機短訊形式通知狗隻畜養人為其狗隻續領牌照 To remind dog keepers to renew dog licences through Short Message Service before expiry of the licences	(4)
屋宇署及地政總署 Buildings Department ("BD") & Lands Department ("LandsD") (DI/452)	屋宇署 BD	
	• 定期向地政總署發出未獲提供資料個案的清單，以監察資料互換 To regularly provide LandsD with a list of cases with information outstanding for monitoring information exchange	(2)
	• 簡化對新界豁免管制屋宇（「新界村屋」）僭建物的執法程序 Simplified the enforcement procedures for dealing with unauthorised building works ("UBWs") in New Territories Exempted Houses ("NTEHs")	(5)
	• 建立新電子平台，讓顧問公司提交所有工作報告，以及加強監察顧問公司的工作表現 Established a new e-platform for submission of all work reports by consultants and for facilitating the monitoring of their performance	(5)
	• 就未獲遵從的清拆令送交土地註冊處登記的工作訂立時間規定，並設立內部監察機制 Specified a time frame for registration of outstanding removal orders with the Land Registry and established a mechanism for internal monitoring	(5)
	• 優先檢控持續未有遵從清拆令的個案、涉及四層或以上的新界村屋個案，或正在施工的僭建物個案 Priority of prosecution accorded to cases of persistent non-compliance with removal orders, cases involving NTEHs of four or more storeys, or UBWs under construction	(5)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	• 不時在社交媒體發布被法庭嚴懲的個案資料 To publicise convicted cases with heavy penalties through social media from time to time	(7)
	兩署 Both Departments	
	• 設立跨部門聯絡小組，跟進有關新界村屋僭建物的事宜 Set up an inter-departmental liaison group to follow up on matters relating to UBWs in NTEHs	(2)
民航處 Civil Aviation Department (DI/449)	• 與本地主要的滑翔傘組織制訂協作指引，並協助它們適時修訂操作手冊 Drew up collaborative guidelines with major local paragliding associations and help them revise their operational manuals at appropriate time	(1)
	• 在轉介有關違規滑翔傘活動或服務的投訴個案予警方前，會從民航安全角度整理及分析涉案資料供警方參考 To collate and analyse information from the perspective of civil aviation safety for the Police's reference before referring complaint cases on allegedly illegal paragliding activities or services to the latter for follow-up	(2)
	• 制定指引以協助警方處理與滑翔傘有關的個案及事故 Formulated a guideline to facilitate the Police's handling of paragliding-related reports and incidents	(2)
	• 透過行政措施與本地滑翔傘組織協作推行滑翔傘活動實名登記制度 Implemented real-name registration scheme for paragliding activities in collaboration with local paragliding associations	(5)
	• 為已實名登記的滑翔傘飛行員編配註冊編號及印製標籤，以便他們於滑翔傘裝備貼上標籤並展示編號 Assigned registration numbers to registered paraglider pilots and made labels for them to affix to their paraglider equipment to display their numbers	(5)
	• 為滑翔傘組織編製調查報告範本，以便它們按協作指引要求進行意外及事故調查；並會因應調查結果與執法機構作出跟進 Prepared investigation report templates for paragliding associations for their investigation of paragliding accidents and incidents in accordance with the requirements of collaborative guidelines, and will take further follow-up action together with law enforcement agencies based on the investigation results	(5)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	• 定期派員到本地提供滑翔傘航空服務的熱門地點巡查，以檢視相關許可證持有人提供滑翔傘航空服務的實地操作 To carry out regular on-site inspections of the operations of paragliding air services provided by relevant permit holders at the hotspots of such services	(5)
	• 製作宣傳短片，以加強公眾對滑翔傘活動安全及許可證制度的認識 Produced a promotional video to enhance public awareness about the safety of paragliding activities and the relevant permit system	(7)
食物環境衞生署 Food and Environmental Hygiene Department (DI/403)	在新簽訂的街市攤檔租約加入條款，訂明政府對街市保養、修理及改善工程的權責，以及對承租人的規定 Introduced an additional clause to newly signed tenancy agreements for market stalls, stipulating the Government's power and responsibility for carrying out maintenance, repair and improvement works in public markets, as well as the obligations of tenants	(5)
食物環境衞生署 Food and Environmental Hygiene Department (DI/416)	加強對街市管理問題的執管，包括鼠患、貨物阻塞行人通道，以及違規檔戶 Enhanced the follow-up actions to tackle the management problems, including rodent infestation, obstruction of passageways by goods and non-compliant stall tenants, in public markets	(5)
食物環境衞生署 Food and Environmental Hygiene Department (DI/441)	• 就監察蚊患方式的檢討機制訂立指引 Guidelines on the review mechanism of mosquito surveillance methodologies drawn up	(5)
	• 在投訴管理資訊系統加入熱點分析功能，以便更有效調配人手，處理防治蚊患工作 Added to the Complaint Management Information System a new function for analysing hotspots for more effective deployment of manpower in anti-mosquito work	(5)
	• 整合有關登革熱病媒監察計劃的網上資訊及數據，方便市民瀏覽 Online information and statistics under the Dengue Vector Surveillance Programme consolidated for easier viewing by members of the public	(7)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	• 透過新聞稿及部門網頁講解登革熱病媒監察計劃應變機制的內容，以增加公眾對機制的認知和參與度 Explicated the response mechanism under the Dengue Vector Surveillance Programme through press releases and departmental website to raise public awareness and participation	(7)
食物環境衞生署 Food and Environmental Hygiene Department (DI/446)	• 透過特別行動及突擊巡查，加強監管接連後巷商舖的潔淨問題 Monitoring of the cleanliness of shops adjoining rear lanes stepped up through special operations and surprise inspections	(5)
	• 加強與業界及本地學術機構的溝通和合作，探討提升防治鼠患工作效能的方案 Communication and collaboration with the trade and local academic institutions strengthened to explore ways to enhance the effectiveness of anti-rodent work	(5)
	• 在投訴管理資訊系統加入熱點分析功能，以便更有效調配人手應對鼠患問題 Complaint Management Information System enhanced with the function of hotspots analysis for more effective deployment of manpower in rodent prevention and disinfestation	(5)
	• 加強對前線和督導人員正確使用滅鼠工具和裝備的培訓，以及對承辦商的監察 Training for frontline and supervisory staff on the correct use of tools and equipment for rodent disinfestation strengthened, and monitoring of contractors stepped up	(5) & (8)
政制及內地事務局 Government Secretariat – Constitutional and Mainland Affairs Bureau (DI/443)	編製並向政府各政策局、部門及他們管轄的相關機構提供一份外聘外語傳譯員名單，載列相關傳譯員的姓名、聯絡方法、服務時段、可傳譯的語言、持司法機構政務處發出的服務委託書的有效期等資料 Compiled and provided to all Government bureaux and departments as well as related organisations under their purview a list of non-government foreign-language interpreters (with the interpreters’ names, contact methods and service hours, languages they can interpret, validity of their Service Engagement Letters issued by the Judiciary Administration, etc.)	(1)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
發展局 Government Secretariat – Development Bureau (DI/463)	• 訂定部門處理一般樹木工作的時限 Drew up time frames for carrying out ordinary tree work by departments	(1)
	• 就涉及部門權責爭議的樹木投訴個案，將投訴的整體處理時間納入為其中一個樹木管理辦事處介入的準則 To include the overall handling time of a tree complaint case involving disputes over responsibilities among departments, as a criterion for the Tree Management Office's intervention	(2)
	• 分析涉及部門權責爭議的樹木投訴及整合常見的分歧和誤解，定期與部門進行交流和分享 To analyse tree complaints involving disputes over responsibilities among departments, to collate information about departments' common differences in opinions and misunderstanding, and to conduct exchanges and sharing with the departments regularly	(2)
	• 優化1823月度報告的數據類別，加入更多統計資料，以加強監察部門處理樹木投訴的表現 Categories of data in 1823's monthly reports enhanced to include more statistics for more rigorous monitoring of departments' performance in handling tree complaints	(5)
	• 要求部門在定期會議中匯報非經1823接獲的樹木投訴的個案數目及處理方法，以全面監察部門跟進投訴的情況 Required departments to report at regular meetings data and follow-up actions relating to tree complaints not received via 1823 for comprehensive monitoring of the status of departments' complaint handling	(5)
	• 透過定期會議及其他渠道，持續監察地政總署處理樹木投訴的表現，確保有問題的樹木獲妥善處理 Continue to monitor the Lands Department's performance in handling tree complaints through regular meetings and other channels to ensure proper handling of problematic trees	(5)
教育局 Government Secretariat – Education Bureau (DI/421)	制訂及公布有關私立學校收取其他費用更全面的申請及審批機制 Established and announced a more comprehensive application and approval mechanism regarding the collection of other charges by private schools	(5)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
環境及生態局（「環生局」）、民政及青年事務局、環境保護署、食物環境衞生署（「食環署」）、路政署、民政事務總署（「民政總署」）及地政總署 Government Secretariat – Environment and Ecology Bureau ("EEB"), Home and Youth Affairs Bureau, Environmental Protection Department, Food and Environmental Hygiene Department ("FEHD"), Highways Department ("HyD"), Home Affairs Department ("HAD") & Lands Department ("LandsD") (DI/455)	• 民政總署鼓勵其他部門善用民政事務處的協調角色，並繼續透過聯合行動處理非法霸佔或阻礙街道問題 HAD encouraged other departments to make good use of the coordinating role of District Offices and to continue to tackle illegal occupation or obstruction of streets through joint operations	(2)
	• 政府成立「地區治理專組」，及在專組下設立「環境衞生及市容工作小組」，在中央層面加強環境衞生事務的跨部門統籌工作 The Government set up the Task Force on District Governance and, under it, the Working Group on Environmental Hygiene and Cityscape to enhance inter-departmental coordination of environmental hygiene matters at central level	(2)
	• 路政署與地政總署就公共道路非法擺放建築材料的個案實施跨部門機制，以盡早處理權責上的爭拗 HyD and LandsD implemented an inter-departmental mechanism for early resolution of disputes on responsibilities involving illegal deposition of construction materials on public roads	(2)
	• 環生局和食環署提高阻街罪行的罰則 EEB and FEHD increased the penalties for offences relating to street obstruction	(5)
康樂及文化事務署（「康文署」） Leisure and Cultural Services Department ("LCSD") (DI/424)	• 修訂指引及申請表，列明泳會經「中央分線計劃」（「分線計劃」）獲分配的泳線所舉辦的活動須為非牟利及只供訓練之用，亦已發信提醒各體育總會相關租用條款；並定期檢視各體育總會租用泳線的記錄及巡視報告 Revised the guideline and application form specifying that activities organised by swimming clubs using the swimming lanes allocated under the Central Lane Allocation Scheme ("CLAS") should be non-profit-making and for training purposes only, and issued letters to remind the National Sports Associations ("NSAs") of the relevant terms, and will regularly review the records and inspection reports on the hiring of swimming lanes by NSAs	(5)
	• 每月向各體育總會提供其屬會取消租用泳線的記錄，讓體育總會掌握情況，加快檢視違規個案的程序 To provide NSAs with a monthly record of the cancellation of hire of swimming lanes by their affiliated clubs, so that the NSAs can keep track of the situation and expedite the process of reviewing non-compliant cases	(5)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	• 嚴格執行團體使用泳池設施的進場及簽場安排，確保泳線的使用不會被違規轉讓。該署持續派員巡視泳池的使用情況，並檢視各體育總會的巡視記錄作持續監察 To strictly enforce the admission and signing-in arrangements for using swimming pool facilities by organisations to ensure no unauthorised transfer of swimming lanes, and to deploy staff regularly to inspect the use of swimming pools and to review the inspection records of NSAs for continuous monitoring	(5)
	• 重新設定在分線計劃下分配主池泳線的租用時段，讓更多泳線可供其他團體或公眾使用 Revised the number of lane hours for the main pools allocated under CLAS to make more swimming lanes available for use by other organisations or members of the public	(6)
	• 為每個泳會可獲分配的主池泳線設定上限，讓更多有意租用的泳會或團體有較多機會租用該些泳線 Set an upper limit on the number of main pool swimming lanes to be located to each swimming club so that more interested clubs or organisations can have more opportunities to hire those lanes	(6)
	• 康文署與各體育總會及業界代表組成的「中央計劃檢討工作小組」已就分線計劃下的泳線分配及日後監察訂定機制，並將審核準則及評分標準通知各屬會並上載至網站 The Review Committee formed by the representatives from LCSD, NSAs and the trade had worked out the mechanism for allocation of swimming lanes under CLAS and for future monitoring, and had notified the NSAs of the assessment criteria and marking scheme and uploaded them onto websites	(9)
康樂及文化事務署 Leisure and Cultural Services Department (DI/460)	• 要求所有入選的新購或更換的電子書經「館藏發展會議」審批 Required all e-books shortlisted for acquisition or replacement to be submitted to the Collection Development Meeting for approval	(5)
	• 主動分析熱門電子書的預約情況，並安排採購額外複本以應付讀者需求，並縮短讀者的輪候時間 Proactively analysed the booking situation of popular e-books and acquired extra copies for meeting patrons' demand and shortened their waiting time	(4)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
海事處 Marine Department (DI/418)	• 完成檢討私人船隻繫泊允許的輪候機制，自2021年起凍結私人繫泊設備區的輪候名單，並每半年一次邀請輪候名單人士申請未編配的私人繫泊設備位置 Completed reviewing the mechanism for waiting for private mooring ("PM") permission, including freezing the waiting lists of all PM areas since 2021 and inviting all applicants on the frozen waiting lists to apply for unallocated PM spaces every six months	(4)
	• 已修訂私人船隻繫泊設備允許的繫泊條件，包括訂明有效期並在有效期屆滿後不可更新或延續，以加快私人繫泊設備位置流轉。自2022年起把管理私人繫泊設備的記分制度推展至所有由該處發出的書面允許 Revised the conditions for permission to lay PMs, including specifying their validity periods and renewal and extension of validity periods upon expiry are not allowable, to expedite the turnover of PM spaces. Since 2022, the point system was extended to all PM permissions issued by the department	(5)
	• 完成檢討私人船隻繫泊安排，對定期公開招標的建議持開放態度，會留意是否有實際需要及合適位置再作考慮 Reviewed the arrangements for private vessel moorings. Will keep open-minded on the proposal of regular open tender and will keep in view whether there is a practical need and suitable location for further consideration	(5)
	• 完成研究扣押繫泊於非法浮泡的船隻或檢控其船東的建議；同時繼續執行就非法浮泡的執管工作 Finished examining the proposal of detaining the vessels berthed at illegal mooring buoys or prosecuting the vessel owners, and take enforcement actions against illegal mooring buoys in the meantime	(5)
	• 密切監察避風塘內包括索取泊位報酬、恐嚇及勒索等情況，並與警務處進行聯合行動，檢控違反海事法例的船隻 Closely monitor the situation at typhoon shelters, including solicitation for rewards for berthing, intimidation and blackmail, and conducted joint operations with the Police to initiate prosecutions against the vessels that violate the law	(5)
	• 完成檢討有關私人繫泊設備的收費機制，認為現行機制符合政府要求收費水平與成本掛鈎的一般原則 Reviewed the charging mechanism for laying PMs and considered the existing mechanism was in line with the Government's general principle of requiring fee levels to be cost-linked	(6)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
海事處及運輸署 Marine Department ("MD") & Transport Department ("TD") (DI/453)	<u>海事處 MD</u>	
	• 落實執行為前線人員所制訂針對船隻非法載客情況的工作指引 Implemented the guidelines for taking enforcement actions against illegal carriage of passengers on vessels by frontline staff	(1)
	• 加快將懷疑船隻無牌經營街渡服務的個案轉介運輸署及警務處跟進 Expedited the referral of cases concerning vessels suspectedly engaging in unlicensed kaito service to TD and the Hong Kong Police Force for follow-up	(2)
	• 在獲准出租及取酬遊樂船的運作牌照上附加牌照條件，要求相關船隻展示救生衣標籤及二維碼海報 Attached conditions to the operating licences for pleasure vessels permitted to be let for hire or reward, requiring those vessels to display lifejacket stickers and QR code posters	(4)
	• 增加針對船隻違規載客的巡查及「放蛇」行動 Conducted more patrols and decoy operations targeting illegal carriage of passengers	(5)
	• 透過小冊子、海報及宣傳短片向公眾說明乘坐合法遊樂船隻時須注意的地方，以及提供獲批准的街渡服務和出租遊樂船隻上的救生裝備的資訊 Explained to the public through brochures, posters and promotional videos the points to note when travelling by chartered pleasure vessels, and provided information on licensed kaito services and the life-saving appliances on board	(7)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	運輸署 TD	
	• 透過承辦商定期進行服務調查以記錄街渡服務的表現，並把相關資料轉介予執法部門跟進；運輸署同時會突擊巡查進行服務調查的團隊 To conduct regular surveys via contractors for assessing the performance of kaito operators and refer relevant information to law enforcement agencies for follow-up; and to conduct by the Department itself blitz inspections for monitoring the contractors	(2) & (5)
	• 要求街渡營辦商須於指定船隻展示特定標記及旗幟，以便市民識別獲批准的街渡服務 Required kaito operators to display specific labels and flags on designated vessels to facilitate identification of approved kaito services by members of the public	(4)
	• 於街渡航線停靠點進行服務調查；若發現乘客需求增加，會主動邀請營辦商增辦航線 Conducted surveys at berthing points of licensed kaito routes; to invite kaito operators to launch new routes when increase of passenger demand is noticed	(4)
	• 於部門網站提供有關申領街渡牌照以營運海上客運服務的資訊 Provided on its website information about applying for kaito licence for operating maritime transport services	(7)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
社會福利署 Social Welfare Department (DI/398)	• 制訂違規安老院須作出糾正的期限及安老院牌照事務處跟進巡查的時間表 Devised a time frame for the non-compliant residential care homes for the elderly to rectify their irregularities and a timetable for the Licensing Office of Residential Care Homes for the Elderly to conduct follow-up inspections	(1) & (5)
	• 修訂《安老院條例》，以提升安老院的質素 Amended the Residential Care Homes (Elderly Persons) Ordinance to enhance the quality of residential care homes for the elderly	(5)
滲水投訴調查聯合辦事處 The Joint Office for Investigation of Water Seepage Complaints (DI/428)	• 利用已完善的「滲水投訴管理系統」記錄個案需時處理的原因，並定期編製統計數據，以作分析及制訂個案管理策略 To record reasons of prolonged completion time of cases in the enhanced Water Seepage Complaint Management System and compile statistics periodically for making analyses and devising case management strategies	(5)
	• 在滲水事宜專題網頁公布每年的服務表現（即在90個工作天內完成處理的個案的百分比） To promulgate annual performance (i.e. percentage of cases completed within 90 working days) on the thematic webpage for water seepage	(7)
運輸署、地政總署及民政事務總署（「民政總署」） Transport Department ("TD"), Lands Department ("LandsD") & Home Affairs Department ("HAD") (DI/451)	<u>運輸署 TD</u> • 運輸署積極配合地政總署的搜證工作，提供地政總署在政府土地上充公所得的棄置車輛的車主的資料 TD proactively collaborated with LandsD in evidence collection by providing information of the registered owners of the abandoned vehicles ("AVs") confiscated on Government land	(2)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	<u>地政總署 LandsD</u>	
	• 地政總署重啟就棄置車輛個案的搜證和檢控工作，並成功檢控非法棄置車輛的車主 LandsD relaunched its work on evidence collection and prosecution for AV cases, and successfully prosecuted the owner of an illegal AV	(5)
	<u>運輸署及地政總署 TD and LandsD</u>	
	• 在民政總署的統籌下，運輸署及地政總署聯同各政府部門（包括路政署及香港警務處）在2023年3月發布《公共道路及公共後巷棄置車輛聯合行動指引》，清晰釐訂各部門處理公共後巷上棄置電單車的程序 Under HAD's coordination, LandsD, TD and other departments (including the Highways Department and the Hong Kong Police Force) promulgated in March 2023 "The Operational Procedures for Handling Abandoned Vehicles in Public Roads and Public Rear Lanes" which clearly laid down the procedures of respective departments for handling motorcycles abandoned in public rear lanes	(2)
	<u>民政總署 HAD</u>	
	• 民政總署密切注視區內的棄置車輛問題，適時協調部門進行聯合清理行動，並清晰地向投訴人及公眾交代有關跟進行動 HAD to closely monitor the situation of AVs in the district, coordinate joint clearance operations with the departments concerned in a timely manner, and clearly explain the follow-up actions to complainants and the public	(2) & (7)

改善措施實例
Examples of Improvement Measures

第2部分：所涉部門及機構在公署進行全面調查後已採取的改善措施實例
Part 2: Examples of Improvement Measures Introduced by Departments and Organisations Following Our Full Investigations

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
屋宇署、環境保護署(「環保署」)、食物環境衞生署(「食環署」)及地政總署 Buildings Department ("BD"), Environmental Protection Department ("EPD"), Food and Environmental Hygiene Department ("FEHD") & Lands Department ("LandsD") (2022/1619)	環保署、食環署及地政總署 EPD, FEHD and LandsD	
	• 三部門加強合作，以有效跟進村屋涉嫌不當接駁化糞池到公眾渠管的情況 Enhanced collaboration between the three Departments with a view to following up effectively on improper connection of septic tanks of New Territories Exempted Houses to public drains	(2)
	屋宇署 BD	
	• 留意內部程序及人手安排，務求就僭建物發出清拆令的加強執法策略得以切實執行 Be mindful of its internal procedures and staff deployment to ensure that the enhanced enforcement strategy on the issuance of Demolition Orders is properly carried out	(3)
	• 提醒職員確保回覆投訴人的內容準確 Reminded staff to ensure the accuracy of replies to complainants	(3)
	地政總署 LandsD	
	• 提醒職員清楚回覆投訴人 Reminded staff to reply to complainants in a clear manner	(3)
屋宇署 Buildings Department ("BD") (2022/3740)	• 就三張仍未獲遵從的清拆令向其中兩名業主提出檢控行動，以及向餘下一名業主發出取代命令 For following up on the three removal orders to be complied with, instigated prosecution actions against two owners and served a superseding order for the remaining one	(5)
	• 在內部會議向職員分享和討論此案及所汲取的經驗，並提醒職員根據部門的服務承諾及指引及時和具體地回覆查詢或投訴 The case and the lesson learned have been shared and discussed at BD's internal meetings, and staff have been reminded to provide timely and specific responses to enquiries or complaints according to BD's performance pledge and departmental guidelines	(8)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
屋宇署 Buildings Department (2022/4011)	向未遵辦清拆令的業主提出檢控及委派顧問公司籌劃及安排政府承建商清拆相關僭建物 Instigated prosecution against the owners who have not complied with removal orders and engaged consultants to plan and arrange to have the unauthorised building works removed by contractors	(5)
衞生署 Department of Health ("DH") (2020/1710)	為家庭健康服務下兒童健康服務推出網上預約功能，並在「醫健通」流動應用程式中加入連結，以便服務使用者連接到該署的預約系統 Launched an online appointment booking function for the Child Health Service under the Family Health Service. A portal was also created on the eHealth Mobile App for service users to access DH's booking system	(4)
衞生署 Department of Health ("DH") (2022/0225)	• 衞生署個案追蹤辦公室（「追蹤辦」）向民眾安全服務隊及醫療站提供直接聯絡該辦的電郵及電話，讓前線人員可按照相關指引，適時跟進法定命令資料有誤的個案和妥善記錄有關個案，以及向該辦匯報資料有誤個案 DH's Contact Tracing Office ("CTO") provided direct email and telephone contacts to Civil Aid Service and Medical Post for frontline staff to follow up on cases concerning wrong information in statutory orders in accordance with relevant guidelines in a timely manner, to record such cases properly, and to report for cases with wrong information	(2)
	• 熱線中心更新處理查詢指引及轉介程序，將市民致電熱線查詢更改隔離令或檢疫令所載資料的個案轉介至追蹤辦直接跟進及回覆 Hotline centre updated the procedures of handling enquiries and referrals for referring cases concerning amendments of information of isolation orders or quarantine orders to CTO direct for follow-up and reply	(3)
	• 推出「衞生防護中心2019冠狀病毒病病人網上申報表格」及「2019冠狀病毒快速抗原測試陽性結果人士申報系統」，以便確診者同時申報同住的密切接觸者 Launched "Online self-reporting for COVID-19 patient" and "Declaration System for Individuals Tested Positive for COVID-19 Using Rapid Antigen Test" for confirmed patients to declare "close contacts" simultaneously	(4)
	• 分隔更新檢疫政策的公布及執行日期 Separated the announcement and effective dates when updating quarantine measures	(7)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
衞生署 Department of Health (2022/0578)	• 提醒職員須小心處理投訴個案，並向職員提供指引、相關跟進流程和回應口徑，並會定期檢視個案進度 Reminded staff to handle complaints carefully and provided them with relevant guidelines, procedures and line-to-take and review case progress regularly	(3)
	• 市民申報表格或系統會於部分資料欄目自動提供標準選項，以協助市民輸入資料和減低出錯機會。疫情信息中心亦會根據地政總署提供的地理編碼以人手核對不確定的居住地址 The online reporting form or the system would automatically provide standardised options in some of the information fields to assist the public in filling information and to minimise the chance of making mistakes. Outbreak Intelligence Centre would also verify cases with uncertain addresses in accordance with the geocoding provided by the Lands Department	(4)
	• 優化其資訊系統，市民經網上申報表格及系統申報確診資料時，相關資料會直接傳送到個案平台而無需經人手輸入，並會為確診個案配置編號 Improved its information system so that when people declared COVID-19 positive cases via its online reporting form or declaration system, the relevant information would be transmitted to its case platform without the need for manual input and a case number would be assigned accordingly	(5)
衞生署 Department of Health (2022/0792)	• 檢討內部流程，精簡發出隔離令、檢疫令及隔離記錄的步驟，並設計多功能性及更具可擴展性的系統 To review the internal workflow and streamline the procedure of issuing Isolation Orders, Quarantine Orders and Isolation Records as well as devise more scalable and versatile systems	(1)
	• 核對輸入「隔離記錄發放系統」的資料，盡量減少人為錯誤 To cross-check the data input to the Isolation Record Robot to minimise human error	(5)
	• 提供足夠的員工培訓及易於參閱的常見問題，協助職員妥善發出隔離令、檢疫令及隔離記錄，以及回答公眾查詢 To provide sufficient staff training and readily available FAQs to facilitate the issuance of Isolation Orders, Quarantine Orders and Isolation Records and for answering public enquiries	(8)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
衞生署 Department of Health (2022/0943)	• 經不同熱線收到的隔離文件要求會集中傳送到衞生防護中心的一個電郵地址 Designated email account of the Centre for Health Protection as a central hub to receive requests for isolation documents from different COVID-19 hotlines	(4)
	• 在兩個2019冠狀病毒病的申報平台加設彈出訊息及按掣，並加插相關圖像和連結，引導使用者到正確平台申報個案；每天抽出誤報個案並聯絡確診者，協助他們完成申報程序 Pop-up messages and buttons added in the two COVID-19 reporting platforms with illustrations and links to redirect people to report their cases on the correct platform; wrongly reported cases picked out every day to contact and help the infected persons complete the declaration process as appropriate	(5)
	• 已開發系統將申報平台的個人資料與衞生署中央資料庫及入境事務處資料庫的資料作比對 A system developed to enable comparison of personal particulars in the reporting platforms with those in the centralised Case Portal and the Immigration Department's database	(5)
	• 定期提醒職員準確輸入資料的重要性，並在簽發隔離文件前覆查資料 To regularly remind staff of the importance of accurate input of data and double check information before issuing isolation documents	(5)
	• 透過政府的「添馬台」Facebook專頁、WhatsApp熱線及具有互動語音功能的電話系統，加強宣傳各熱線的不同功能 Enhanced the publicity of the different functions of the various hotlines through the Government Facebook page, WhatsApp Helpline and an interactive voice response system	(7)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
衞生署 Department of Health (2023/0201)	• 向投訴人提供其個案已完結的書面確認（部門之前忽略了該要求） Provided written confirmation for the conclusion of the complainant's case which was previously overlooked by the department	(4)
	• 就日後有關強制檢測令遵循情況的執法行動之進度，檢視及加強監督機制 Reviewed and enhanced the mechanism for monitoring the progress of enforcement action related to Compulsory Testing Order compliance in future	(5)
	• 檢視職員正確更新2019冠狀病毒測試記錄及個案狀況的指引，並加強相關的職員培訓 Reviewed the guideline for proper updating of COVID-19 test records and case status, and strengthened staff training	(8)
機電工程署 Electrical and Mechanical Services Department (2015/2167)	密切跟進強制車輛維修工場及技工註冊的立法規管工作 Closely followed up on the legislative work on compulsory registration of vehicle maintenance workshops and mechanics	(5)
消防處 Fire Services Department (2023/0403B)	頒布有關處理預付款保證金的新指引，以確保員工遵守規定 New guidelines for handling advance payment bonds promulgated for staff's compliance	(1)
食物環境衞生署 Food and Environmental Hygiene Department (2021/2581A)	修訂工作指引以完善跟進「妨擾事故通知」是否已獲遵辦的程序 Revised guidelines to improve the procedure for following up on the compliance with "Nuisance Notice"	(1)
食物環境衞生署 Food and Environmental Hygiene Department (2021/3102)	• 與獨立審查組及屋宇署跟進有關索取資料的情況，加強協調，使他們能適時回覆有關要求 Enhanced collaboration with the Independent Checking Unit and the Buildings Department in following up on requests for information so that they can respond to such requests in a timely manner	(2)
	• 跟進投訴人電郵中所要求的資料，若投訴人維持其要求，便應盡快處理 Followed up on the complainant's request for information in his email and expedite the handling of the request if the complainant still pursues it	(3)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	• 在執行申請封閉令的程序時，按需要考慮使用查閱網以取得處所的建築圖則，以提高效能 To consider obtaining building plans via the Housing Electronic Building Records Online System when carrying out the procedures for applying for a Closure Order, so as to enhance effectiveness and efficiency	(5)
	• 定期檢討牌照組與環境衞生辦事處（「環衞辦」）的內部通報機制，確保優化後的牌照資訊管理系統能達到預期的效果，令環衞辦能因應最新的牌照申請狀況，按指引巡查及執法 To review regularly the internal communication mechanism between the Licensing Section and District Environmental Hygiene Offices ("DEHO") to ensure that the enhanced licence information management system can achieve the desired results and DEHO can follow the guidelines to conduct inspections and take enforcement actions according to the latest status of the licence applications	(5)
	• 提示職員從個案中汲取經驗，適時回覆市民的查詢，並加強職員對《公開資料守則》（「《守則》」）的認識及訓練，使能按《守則》及其精神回應市民的查詢及提供資料的要求 Reminded staff to learn from the complaint and respond to public enquiries in a timely manner and strengthened staff's understanding of the Code on Access to Information ("the Code") with training so that they will be able to respond to enquiries and requests for information made by members of the public in accordance with the Code and its spirit	(8)
	• 提示職員在要求其他部門提供資料時，若未獲適時回覆，須主動向有關部門跟進 Reminded staff to take initiative to contact the departments concerned if the departments did not respond promptly to their requests for information	(9)
	• 加強內部監督，確保負責巡查及檢控無牌食肆的職員按工作指引履行職責，並妥善備存記錄 Strengthened internal supervision to ensure that staff responsible for conducting inspections and instigating prosecutions against unlicensed restaurants will perform their duties in accordance with guidelines and keep proper work records	(9)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	• 完成對事涉職員的相關調查，並從個案中汲取經驗，在行政上完善內部監督，避免類似該個案的遺漏備存巡查記錄的情況再發生 Completed the investigation into the staff concerned and took reference from the case to improve the internal supervision administratively to avoid recurrence of missing to make inspection records as seen in the case	(9)
食物環境衞生署 Food and Environmental Hygiene Department (2022/2602) (2022/2840)	• 提醒職員須按指引處理投訴個案，適時給予投訴人初期回覆，以及向投訴人交代工作進度，並在完成處理個案後具體回覆投訴人 Reminded staff to handle complaint cases in accordance with guidelines and provide complainants with interim replies and case progress in a timely manner, and issue substantive replies to complainants upon concluding complaint cases	(3)
	• 加緊監察檔戶經營的情況，若有足夠證據顯示攤檔有違反法例或租約的情況，便須果斷執管或執法 To step up the monitoring of stall operations and take enforcement actions decisively if there is sufficient evidence of breaching of the law or the leases	(5)
	• 加強對職員及承辦商的培訓，要求他們嚴格按照租約條款及《公眾街市規例》管理攤檔，並在遇到疑難時，適時向上級尋求協助 Strengthened training for staff and contractors and required them to manage the stalls strictly in accordance with the terms of the leases and the Public Markets Regulations and seek help from their superiors when encountering difficulties	(8)
	• 適時檢討古洞街市的營運情況，因應現時社區的需要，考慮調整街市攤檔的經營類別，以及在可行情況下，以具彈性的方式靈活地出租空置攤檔，並就該街市的未來發展，及早制定古洞區的公眾街市規劃，以善用資源 To review in a timely manner the operation of Kwu Tung Market, and consider adjusting the business types of market stalls in light of the community's current needs, and where feasible, rent out vacant stalls in a flexible manner, and for the future development of the market, complete the planning for the public markets in Kwu Tung at an early date to make optimal use of resources	(9)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
食物環境衞生署（「食環署」） Food and Environmental Hygiene Department (“FEHD”) (2022/2902)	更新1823網站、食環署網站及「辦理身後事須知」小冊子內的相關資料，清楚表明「連續居住當地」是指緊接去世前一直在當地居住 Reviewed all relevant materials on the websites of 1823 and FEHD, and the Guide to After-Death Arrangements clearly stating that “continuous residing period” means the period that the deceased had continuously resided in the place concerned before his or her death	(4)
政府物流服務署 Government Logistics Department (2023/0403A)	頒布新指引，訂明處理根據採購貨品及服務合約收到的合約存款、銀行擔保或類似文件的主要步驟，以確保各政策局及部門遵守規定 Promulgated new guidelines setting out the key steps for handling contract deposits, bank guarantees or similar documents received under contracts for procuring goods and services to ensure compliance by bureaux and departments	(1)
教育局 Government Secretariat – Education Bureau (2021/3695)	• 在網頁加入有關投訴教師涉嫌違反專業操守的處理程序，包括不會公開調查結果的原因 To provide on its website information about the complaint handling procedures regarding suspected breaches of professional conduct by teachers, and the reasons for not disclosing the results of the investigations of such complaints	(3)
	• 優化教育局內部處理投訴的資訊科技系統，適時提醒負責人員跟進個案及回覆投訴人 Internal complaint management system enhanced to give timely reminders to the responsible officers to process complaint cases and reply to complainants	(3)
	• 為須處理公眾投訴的職員提供培訓，以提高他們與投訴人溝通的技巧 Trainings for enhancing communication skills with complainants provided to staff responsible for handling complaints from the public	(8)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
教育局 Government Secretariat – Education Bureau ("EDB") (2022/1959)	• 更新內部指引，提醒職員妥善記錄調查期間所涉的對話記錄 Updated the internal guidelines reminding staff to make proper record of all relevant conversations that were made in the complaint handling process	(1)
	• 更新內部指引及致學校的指引中的投訴分類：經醫生或專業人員判斷涉事學生受事件影響而導致嚴重情緒問題、心理創傷或自殺傾向等的投訴會由教育局直接介入調查 Revised the classifications of complaints in internal guidelines and guidelines to schools: complaints involving students having been assessed by doctors or professionals as being affected by incidents and resulting in severe emotional problems, psychological trauma, or suicidal tendencies, will be directly handled by EDB	(1)
	• 更新內部指引及致學校的指引，提醒： – 學校須保存所有與投訴個案相關的記錄，包括文本檔案、影像或聲音記錄等，以作佐證，以及在收集、持有、處理或使用個人資料時，須遵守《個人資料（私隱）條例》的規定；以及 – 職員給予學校上述提示 Internal guidelines and guidelines to schools are updated, reminding: – schools to preserve all records related to complaint cases, including text files, images or audio recordings, as evidence and to comply with the Personal Data (Privacy) Ordinance when collecting, holding, processing or using personal data; and – staff to advise schools of the above	(1)
醫務衞生局 Government Secretariat – Health Bureau (2022/0234C)	日後如需進行「圍封強檢」行動，會按實際疫情發展優化行動指引 To enhance the operation guidelines if "restriction-testing declaration" operations have to be taken in the future	(1)
醫務衞生局 Government Secretariat – Health Bureau (2022/3659C)	於相關網頁說明有關查詢接種新冠疫苗異常事因果關係評估結果的資訊，並更新相關指引，指示職員及醫護人員向查詢人清楚解釋現行機制的運作流程 To provide information on the handling of enquiries about adverse events following vaccination on the thematic webpage and to strengthen the relevant guidelines to instruct staff and healthcare professionals to clearly explain to enquirers the operational flow of the existing mechanism	(7)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
民政事務總署 Home Affairs Department (2022/0234A)	提示職員日後如需執行「圍封強檢」行動，須確保居民獲告知相關安排 Reminded staff to ensure that residents are notified of the relevant arrangement of "restriction-testing declaration" operation	(9)
房屋署 Housing Department (2022/0234B)	提醒職員在有需要時須把公眾投訴或查詢轉介合適的部門或機構跟進 Reminded staff to refer public complaints or enquiries to suitable departments or organisations for follow-up action where necessary	(9)
房屋署 Housing Department (2022/2046)	• 檢視現時內部行政程序和工作指引，確定有既定指引供前線職員處理住戶擁有新舊單位戶籍事宜 Examined its current procedures and working guidelines, and confirmed that guidelines are in place for frontline staff for handling dual tenancy matters • 提醒職員按既定政策及程序，並以合適及靈活方式處理個案 Reminded staff to adopt a proper and flexible approach in handling cases in accordance with policies and procedures	(1) (9)
房屋署 Housing Department (2022/2185)	在有需要時盡快向未遵辦「修復通知書」的公共屋邨租戶採取進一步執管行動，包括發出書面警告，解說不遵從通知書的後果 Where necessary, to take prompt enforcement action against public housing estate tenants for non-compliance of enforcement notices, including issuing written warnings to explain the consequences of non-compliance	(5)
入境事務處 Immigration Department (2023/2469)	• 繼續提升系統的自動篩查功能，並在申請頁面及網頁加入相關提示，提醒申請人順利透過網上系統遞交申請並不代表已獲得批准 To continue the enhancement of the automatic photo screening function of the online application system, and to add a note on the application page and website to remind applicants that successful submission of application does not mean its approval • 盡快完成跟進特區護照申請及預約服務兩套系統的進一步對接 To complete the connection of the system of online application for HKSAR passport and the online appointment booking system as soon as possible	(4) (4)
政府新聞處 Information Services Department (2022/2434(I))	向職員提供更多有關《公開資料守則》的培訓 Stepped up staff training on the Code on Access to Information	(8)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
康樂及文化事務署 Leisure and Cultural Services Department (2018/4697)	安排某報名踴躍的康體活動訓練班以抽籤形式選出參加者，並加入「新申請者」優先抽籤的安排 To arrange balloting for selecting participants of a popular recreation and sports programme and give priority in balloting to "new applicants" of the programme	(5)
康樂及文化事務署 Leisure and Cultural Services Department (2023/0522A)	加強對游泳池淋浴間熱水供應系統維修工程進度的監管，切實執行相關指引 Enhanced the supervision of the progress of the maintenance works for the hot water supply system of the shower booths in a swimming pool, and implemented the relevant guidelines accordingly	(5)
規劃署 Planning Department (2022/4287)	提示職員日後回覆公眾查詢時，內容須完整及交代詳情，並安排了相關培訓課程供職員參加 Reminded staff to provide comprehensive and detailed replies to public enquiries and arranged relevant staff training	(3) & (8)
郵政署 Post Office (2022/3124(I))	修訂工作指引，優化處理索取資料申請的程序 Guidelines revised to enhance the procedures for handling information requests	(3)
郵政署 Post Office (2022/3379)	• 更新電腦系統設定，禁止派遞郵差在收件人可更改派遞選項的限期前派遞包裹 Computer system updated to prohibit delivery postmen from delivering parcels prior to the deadlines for changing of delivery options by recipients	(4)
	• 在電腦系統加入向派遞主管發出有關派遞包裹的提示報告及異常報告的功能，以便他們提醒派遞郵差有新派遞指示的包裹及與派遞郵差跟進派遞情況與派遞指示不符的個案 Added to its computer system the functions of sending alert reports and anomalies reports to delivery supervisors regarding parcels delivery, so that delivery supervisors can remind delivery postmen of new parcel delivery instructions and follow up with them on cases whose delivery situations do not match delivery instructions	(5)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
社會福利署 Social Welfare Department (2023/0291)	• 就調查所取得的文件及資料制定存檔的時限 Devised guidelines on the time limits for retaining information obtained by investigations	(1)
	• 提醒職員適時處理投訴及定期告知投訴人進展 Reminded staff to handle complaints in a timely manner and inform complainants of progress regularly	(3)
	• 檢視處理投訴程序，盡量收取投訴人提供的照片、錄音或錄影等證據 Reviewed complaint handling procedures and will receive photos, audio and video recordings submitted by complainants as far as practicable	(3)
	• 聆聽投訴人提供的錄音 To listen to the audio recordings furnished by the complainant	(3)
	• 提示職員調查報告須列明詳情（包括受訪者的身份），以免造成混淆或誤會 Reminded staff to provide necessary details (including the identity of interviewee) in investigation reports to avoid confusion	(8)
運輸署 Transport Department (2022/1460 and others)	與相關持份者檢討審批新辦及續辦居民巴士服務申請的準則 To review the criteria for assessing new residents' service applications and residents' service renewal applications with stakeholders	(5)
運輸署 Transport Department (2022/1603(1)-(4))	• 與相關持份者檢討審批及續辦居民巴士服務申請的準則 To conduct a review with stakeholders regarding the approving principle for application of new residents' service route and renewal of existing route	(5)
	• 加強職員培訓，提醒職員仔細審閱投訴，提供明確回覆 To enhance staff training, to remind the relevant staff to closely examine complaint materials and provide specific response	(8)
	• 繼續留意事涉屋苑的公共運輸服務及配套需求，適時採取優化措施 To continue monitoring the public transport service near the residential estate where the complainants lived and optimise the provision of public transport in a timely manner	(9)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
運輸署 Transport Department (2022/3263)	以相同方法處理因須遵守隔離令及檢疫令而提出的駕駛考試延期申請 Handled applications for postponement of driving test, due to having to comply with isolation and quarantine orders, in the same way	(6)
運輸署 Transport Department (2023/0696)	採用新準則以決定正持有香港私家車往來港澳配額的申請人是否符合申領新配額的資格，以避免錯誤拒絕他們的申請 Adopted a new criterion for deciding the eligibility of the applicants who are current holders of quotas of Hong Kong private cars to Macao to avoid mistakenly rejecting their applications for new quotas	(6)
職業訓練局 Vocational Training Council (2022/2932)	• 於內部工作指引中列明相關的退款政策及程序，並舉辦內部簡介會讓職員熟知有關政策 Spelled out the refund policy and procedures in the internal guideline and workshops would be conducted to familiarise staff with the relevant policy	(1) & (8)
	• 更新網頁及相關註冊文件的內容，以提醒學生相關的退款安排 Updated the website and the relevant register documents to remind students of the refund policy	(7)
職業訓練局 Vocational Training Council (“VTC”) (2023/2455(R))	加強職員對該局的《公開資料守則》的認識，以及使他們在處理索取資料要求時更謹慎 Enhanced staff’s understanding of VTC’s Code on Access to Information and their cautiousness in handling requests for information	(8)

顧問名單
List of Advisers

姓名以英文字母順序排列
in alphabetical order of surname

會計
Accountancy

蔡永忠先生，BBS, JP
Mr Tsai Wing Chung, Philip, BBS, JP

法律
Legal

羅沛然博士
Dr Lo Pui Yin

黃文傑先生，SC, JP
Mr Wong Man Kit, Anson, SC, JP

醫務及護理
Medical and Nursing

賴錦玉教授
Professor Lai Kam Yuk, Claudia

沈秉韶醫生，BBS, JP
Dr Shum Ping Shiu, BBS, JP

建築、工程及測量
Architecture, Engineering and Surveying

陳志超工程師，SBS
Ir Chan Chi Chiu, SBS

陳旭明測量師
Sr Chan Yuk Ming, Raymond

梁廣灝工程師，SBS, OBE, JP
Ir Leung Kwong Ho, Edmund, SBS, OBE, JP

林雲峯先生，BBS, JP
Mr Lim Wan Fung, Bernard Vincent, BBS, JP

社會工作及更生事務
Social Work and Rehabilitation Services

陳麗雲教授，JP
Professor Chan Lai Wan, Cecilia, JP

吳宏增先生
Mr Ng Wang Tsang, Andy



獨立核數師報告
致申訴專員
Independent auditor's report to The Ombudsman

（根據《申訴專員條例》於香港成立）(Established in Hong Kong pursuant to The Ombudsman Ordinance)

意見

本核數師（以下簡稱「我們」）已審計列載於第126至151頁申訴專員的財務報表，此財務報表包括於2024年3月31日的財務狀況表與截至該日止年度的收支結算表、全面收益表、資金狀況變動表和現金流量表，以及包括重大會計政策信息及其他說明信息的附註。

我們認為，該等財務報表已根據香港會計師公會頒布的《香港財務報告準則》真實而中肯地反映了申訴專員於2024年3月31日的財務狀況及截至該日止年度的財務表現和現金流量。

Opinion

We have audited the financial statements of The Ombudsman set out on pages 126 to 151, which comprise the statement of financial position as at 31 March 2024, the statement of income and expenditure, the statement of comprehensive income, the statement of changes in funds and the cash flow statement for the year then ended and note, comprising material accounting policy information and other explanatory information.

In our opinion, the financial statements give a true and fair view of the financial position of The Ombudsman as at 31 March 2024 and of its financial performance and its cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA").

意見的基礎

我們已根據香港會計師公會頒布的《香港審計準則》進行審計。我們在該等準則下承擔的責任已在本報告「核數師就審計財務報表承擔的責任」部分中作進一步闡述。根據香港會計師公會頒布的《專業會計師道德守則》（以下簡稱「守則」），我們獨立於申訴專員，並已履行守則中的其他專業道德責任。我們相信，我們所獲得的審計憑證能充足和適當地為我們的審計意見提供基礎。

Basis for opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKSAs") issued by the HKICPA. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of The Ombudsman in accordance with the HKICPA's *Code of Ethics for Professional Accountants* ("the Code") and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

財務報表及其核數師報告以外的信息

申訴專員需對其他信息負責。其他信息包括刊載於年報內的全部信息，但不包括財務報表及我們的核數師報告。

我們對財務報表的意見並不涵蓋其他信息，我們亦不對該等其他信息發表任何形式的鑑證結論。

Information other than the financial statements and auditor's report thereon

The Ombudsman is responsible for the other information. The other information comprises all the information included in the annual report, other than the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

財務報表及其核數師報告以外的信息（續）

結合我們對財務報表的審計，我們的責任是閱讀其他信息，在此過程中，考慮其他信息是否與財務報表或我們在審計過程中所了解的情況存在重大牴觸或者似乎存在重大錯誤陳述的情況。

基於我們已執行的工作，如果我們認為其他信息存在重大錯誤陳述，我們需要報告該事實。在這方面，我們沒有任何報告。

申訴專員就財務報表須承擔的責任

申訴專員須負責根據香港會計師公會頒布的《香港財務報告準則》擬備真實而中肯的財務報表，並對其認為為使財務報表的擬備不存在由於欺詐或錯誤而導致的重大錯誤陳述所需的內部控制負責。

在擬備財務報表時，申訴專員負責評估申訴專員持續經營的能力，並在適用情況下披露與持續經營有關的事項，以及使用持續經營為會計基礎，除非申訴專員有意將申訴專員清盤或停止經營，或別無其他實際的替代方案。

Information other than the financial statements and auditor's report thereon (continued)

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of The Ombudsman for the financial statements

The Ombudsman is responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA and for such internal control as The Ombudsman determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, The Ombudsman is responsible for assessing The Ombudsman's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless The Ombudsman either intend to liquidate The Ombudsman or to cease operations, or have no realistic alternative but to do so.

核數師就審計財務報表承擔的責任

我們的目標，是對財務報表整體是否不存在由於欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並出具包括我們意見的核數師報告。我們是按照雙方同意的聘任條款，僅向申訴專員（作為整體）報告。除此以外，我們的報告不可用作其他用途。我們概不就本報告的內容，對任何其他人士負責或承擔法律責任。

合理保證是高水平的保證，但不能保證按照《香港審計準則》進行的審計，在某一重大錯誤陳述存在時總能發現。錯誤陳述可以由欺詐或錯誤引起，如果合理預期它們單獨或滙總起來可能影響財務報表使用者依賴財務報表所作出的經濟決定，則有關的錯誤陳述可被視作重大。

在根據《香港審計準則》進行審計的過程中，我們運用了專業判斷，保持了專業懷疑態度。我們亦：

– 識別和評估由於欺詐或錯誤而導致財務報表存在重大錯誤陳述的風險，設計及執行審計程序以應對這些風險，以及獲取充足和適當的審計憑證，作為我們意見的基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、虛假陳述，或凌駕於內部控制之上，因此未能發現因欺詐而導致的重大錯誤陳述的風險高於未能發現因錯誤而導致的重大錯誤陳述的風險。

– 了解與審計相關的內部控制，以設計適當的審計程序，但目的並非對申訴專員內部控制的有效性發表意見。

Auditor’s responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor’s report that includes our opinion. This report is made solely to you, as a body, in accordance with our agreed terms of engagement, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with HKSAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

– Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

– Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances but not for the purpose of expressing an opinion on the effectiveness of The Ombudsman’s internal control.

核數師就審計財務報表承擔的責任（續）

- 評價申訴專員所採用會計政策的恰當性及作出會計估計和相關披露的合理性。

- 對申訴專員採用持續經營會計基礎的恰當性作出結論。根據所獲取的審計憑證，確定是否存在與事項或情況有關的重大不確定性，從而可能導致對申訴專員的持續經營能力產生重大疑慮。如果我們認為存在重大不確定性，則有必要在核數師報告中提請使用者注意財務報表中的相關披露。假若有關的披露不足，則我們應當發表非無保留意見。我們的結論是基於截至核數師報告日止所取得的審計憑證。然而，未來事項或情況可能導致申訴專員不能持續經營。

- 評價財務報表的整體列報方式、結構和內容，包括披露，以及財務報表是否中肯反映交易和事項。

除其他事項外，我們與申訴專員溝通了計劃的審計範圍、時間安排、重大審計發現等，包括我們在審計中識別出內部控制的任何重大缺陷。

Auditor's responsibilities for the audit of the financial statements (continued)

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by The Ombudsman.

- Conclude on the appropriateness of The Ombudsman's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on The Ombudsman's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause The Ombudsman to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with The Ombudsman regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

畢馬威會計師事務所
執業會計師

香港中環
遮打道10號
太子大廈8樓

2024年5月20日

KPMG
Certified Public Accountants

8th Floor, Prince's Building
10 Chater Road
Central, Hong Kong

20 May 2024

收支結算表 截至2024年3月31日止年度

Statement of income and expenditure for the year ended 31 March 2024

（所有數額均以港元為單位）(Expressed in Hong Kong dollars)

		附註 Note	2024	2023
收入	**Income**			
政府資助金	Government subventions	3	**$ 134,307,000**	$ 129,838,628
遞延政府資助金之攤銷	Amortisation of deferred Government subventions	3	**1,814,220**	1,814,220
銀行存款之利息收入	Interest income on bank deposits		**18,782,441**	11,190,787
其他收入	Other income		**99,514**	3,735
			$ 155,003,175	$ 142,847,370
支出	**Expenditure**			
營運開支	Operating expenses	4	**(144,690,794)**	(137,515,036)
年度盈餘	**Surplus for the year**		**$ 10,312,381**	$ 5,332,334

全面收益表

截至2024年3月31日止年度

申訴專員在所列報的兩個年度期內，除「年度盈餘」外並無其他全面收益帳項。由於申訴專員的「全面收益總額」在兩個年度期內均與「盈餘」相同，因此，本財務報表沒有另行編製全面收益表。

Statement of comprehensive income

for the year ended 31 March 2024

The Ombudsman had no components of comprehensive income other than "surplus for the year" in either of the years presented. Accordingly, no separate statement of comprehensive income is presented as The Ombudsman's "total comprehensive income" was the same as the "surplus" in both years.

第132至151頁之附註為本財務報表的整體部分。

The notes on pages 132 to 151 form part of these financial statements.

財務狀況表 於2024年3月31日
Statement of financial position as at 31 March 2024

（所有數額均以港元為單位） (Expressed in Hong Kong dollars)

		附註 Note	2024	2023
資產	**ASSETS**			
非流動資產	**Non-current asset**			
物業、機器及設備	Property, plant and equipment	7	**$ 65,278,468**	$ 68,151,261
流動資產	**Current assets**			
按金及預付款項	Deposits and prepayments		**$ 4,881,355**	$ 4,234,119
應收利息	Interest receivable		**3,826,254**	2,251,320
原定三個月以上到期之定期存款	Time deposits with original maturity over three months		**181,742,000**	213,080,000
現金及現金等價物	Cash and cash equivalents	8	**222,293,794**	179,946,924
			$ 412,743,403	$ 399,512,363
資產總額	**Total assets**		**$ 478,021,871**	$ 467,663,624
負債	**LIABILITIES**			
非流動負債	**Non-current liabilities**			
應付約滿酬金 – 非流動部分	Contract gratuity payable – non-current	9	**$ 6,953,923**	$ 8,045,013
遞延政府資助金 – 非流動部分	Deferred Government subventions – non-current	3	**49,829,338**	51,643,558
			$ 56,783,261	$ 59,688,571
流動負債	**Current liabilities**			
其他應付款項及應計費用	Other payables and accruals		**$ 4,782,715**	$ 6,141,710
應付約滿酬金 – 流動部分	Contract gratuity payable – current	9	**10,213,127**	5,902,956
遞延政府資助金 – 流動部分	Deferred Government subventions – current	3	**1,814,220**	1,814,220
			$ 16,810,062	$ 13,858,886
負債總額	**Total liabilities**		**$ 73,593,323**	$ 73,547,457

財務狀況表（續）
於2024年3月31日
Statement of financial position as at 31 March 2024 (continued)

（所有數額均以港元為單位）(Expressed in Hong Kong dollars)

		附註 Note	2024	2023
資金	**FUNDS**			
累計資金	Accumulated funds		**$ 404,428,548**	$ 394,116,167
資金總額	**Total funds**		**$ 404,428,548**	$ 394,116,167
資金及負債總額	**Total funds and liabilities**		**$ 478,021,871**	$ 467,663,624

申訴專員已於2024年5月20日批准及授權刊發。

Approved and authorised for issue by The Ombudsman on 20 May 2024.

陳積志先生
申訴專員

Mr Jack Chan
The Ombudsman

第132至151頁之附註為本財務報表的整體部分。

The notes on pages 132 to 151 form part of these financial statements.

資金狀況變動表 截至2024年3月31日止年度
Statement of changes in funds for the year ended 31 March 2024

（所有數額均以港元為單位） (Expressed in Hong Kong dollars)

		累計資金 Accumulated funds
於2022年3月31日及2022年4月1日之結餘	**Balance at 31 March 2022 and 1 April 2022**	$ 388,783,833
2022/2023年度資金狀況變動：	**Change in funds for 2022/2023:**	
年度盈餘及全面收益總額	Surplus and total comprehensive income for the year	5,332,334
於2023年3月31日及2023年4月1日之結餘	**Balance at 31 March 2023 and 1 April 2023**	**$ 394,116,167**
2023/2024年度資金狀況變動：	**Change in funds for 2023/2024:**	
年度盈餘及全面收益總額	Surplus and total comprehensive income for the year	**10,312,381**
於2024年3月31日之結餘	**Balance at 31 March 2024**	**$ 404,428,548**

第132至151頁之附註為本財務報表的整體部分。

The notes on pages 132 to 151 form part of these financial statements.

現金流量表 截至2024年3月31日止年度

Cash flow statement for the year ended 31 March 2024

（所有數額均以港元為單位）(Expressed in Hong Kong dollars)

		附註 Note	2024	2023
營運活動	**Operating activities**			
年度盈餘	Surplus for the year		**$ 10,312,381**	$ 5,332,334
調整：	Adjustments for:			
利息收入	Interest income		**(18,782,441)**	(11,190,787)
折舊	Depreciation	4	**4,796,836**	3,881,837
遞延政府資助金之攤銷	Amortisation of deferred Government subventions		**(1,814,220)**	(1,814,220)
處置物業、機器及設備之損失	Loss on disposal of property, plant and equipment	4	**8,600**	651,015
營運資金變動前之營運虧損	**Operating deficit before changes in working capital**		**$ (5,478,844)**	$ (3,139,821)
按金及預付款項（增加）／減少	(Increase)/decrease in deposits and prepayments		**(647,236)**	5,032,812
其他應付款項及應計費用（減少）／增加	(Decrease)/increase in other payables and accruals		**(1,358,995)**	213,383
應付約滿酬金增加／（減少）	Increase/(decrease) in contract gratuity payable		**3,219,081**	(753,095)
營運活動（運用）／產生之現金淨額	**Net cash (used in)/generated from operating activities**		**$ (4,265,994)**	$ 1,353,279
投資活動	**Investing activities**			
收取利息	Interest received		**$ 17,207,507**	$ 9,390,369
購置物業、機器及設備所付款項	Payments for purchase of property, plant and equipment		**(1,932,643)**	(12,199,424)
原定三個月以上到期之定期存款變動淨額	Net changes of time deposits with original maturity over three months		**31,338,000**	159,232,000
投資活動產生之現金淨額	**Net cash generated from investing activities**		**$ 46,612,864**	$ 156,422,945

現金流量表（續）
截至2024年3月31日止年度
Cash flow statement for the year ended 31 March 2024 (continued)

（所有數額均以港元為單位）(Expressed in Hong Kong dollars)

		附註 Note	2024	2023
現金及現金等價物淨增加	**Net increase in cash and cash equivalents**		**$ 42,346,870**	$ 157,776,224
年初之現金及現金等價物	**Cash and cash equivalents at beginning of the year**	8	**179,946,924**	22,170,700
年末之現金及現金等價物	**Cash and cash equivalents at end of the year**	8	**$ 222,293,794**	$ 179,946,924

第132至151頁之附註為本財務報表的整體部分。

The notes on pages 132 to 151 form part of these financial statements.

財務報表附註
Notes to the financial statements

（所有數額均以港元為單位）(Expressed in Hong Kong dollars)

1 申訴專員的概況

申訴專員於2001年12月19日根據法例成立為單一法團，其職能於《申訴專員條例》中訂明。

申訴專員公署的註冊辦事處地址為香港干諾道中168–200號信德中心招商局大廈30樓。

1 Status of The Ombudsman

The Ombudsman was established as a corporation by statute on 19 December 2001. The functions of The Ombudsman are prescribed by The Ombudsman Ordinance.

The address of its registered office is 30/F, China Merchants Tower, Shun Tak Centre, 168–200 Connaught Road Central, Hong Kong.

2 重大會計政策

(a) 遵例聲明及會計政策變動

本財務報表乃根據香港會計師公會頒布適用的《香港財務報告準則》（此統稱包括適用的個別《香港財務報告準則》、《香港會計準則》及詮釋）而編製。申訴專員採納的重大會計政策列述如下。

香港會計師公會已頒布若干《香港財務報告準則》之修訂，並在申訴專員當前的會計年度首次生效或可提早採納。申訴專員沒有應用任何在當前的會計年度尚未生效的新準則或詮釋（附註15）。

2023年7月，香港會計師公會公布《香港取消強積金與長期服務金對沖機制的會計影響》，為2025年5月1日起取消對沖機制提供會計指引。取消對沖機制對申訴專員的業績和財務狀況並無重大影響。

2 Material accounting policies

(a) Statement of compliance and changes in accounting policies

These financial statements have been prepared in accordance with all applicable Hong Kong Financial Reporting Standards ("HKFRSs"), which collective term includes all applicable individual Hong Kong Financial Reporting Standards, Hong Kong Accounting Standards ("HKASs") and Interpretations issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA"). Material accounting policies adopted by The Ombudsman are disclosed below.

The HKICPA has issued certain amendments to HKFRSs that are first effective or available for early adoption for the current accounting period of The Ombudsman. The Ombudsman has not applied any new standard or interpretation that is not yet effective for the current accounting period (note 15).

In July 2023, the HKICPA published "Accounting implications of the abolition of the MPF-LSP offsetting mechanism in Hong Kong" that provides accounting guidance relating to the abolition of offsetting mechanism effective from 1 May 2025. The abolition of the offsetting mechanism did not have a material impact on The Ombudsman's results and financial position.

2 重大會計政策（續）

(b) 財務報表編製基準

本財務報表以歷史成本作為計量基準而編製。

在編製符合《香港財務報告準則》的財務報表時，管理層需要作出影響會計政策的應用及資產、負債、收入和支出的呈報數額的判斷、估計和假設。這些估計和相關假設是根據過往經驗及管理層因應當時情況下乃屬合理的各項其他因素為基礎而作出，所得結果乃構成管理層就目前未能從其他資料來源即時得知資產及負債帳面值時所作出判斷的基礎。實際的結果可能與這些估計有差異。

管理層會不斷檢討各項估計及相關假設。假如會計估計的修訂只影響某一期間，則該修訂會在該期間內確認入帳，或假如會計估計的修訂同時影響當前及未來期間，則該修訂會在修訂期間及未來期間內確認入帳。

(c) 物業、機器及設備

物業、機器及設備是以成本減去累計折舊及減值虧損後列帳。

2 Material accounting policies (continued)

(b) Basis of preparation of the financial statements

The measurement basis used in the preparation of the financial statements is the historical cost basis.

The preparation of financial statements in conformity with HKFRSs requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

(c) Property, plant and equipment

Property, plant and equipment are stated at cost less accumulated depreciation and impairment losses.

2 重大會計政策（續）

2 Material accounting policies (continued)

(c) 物業、機器及設備（續）

(c) Property, plant and equipment (continued)

折舊是在扣減物業、機器及設備的預計剩餘價值（如有的話）後，按預計可使用年期以直線法沖銷其成本，計算方法如下：

Depreciation is calculated to write off the cost of items of property, plant and equipment, less their estimated residual value, if any, using the straight line method over their estimated useful lives as follows:

– 持有作自用的租賃土地權益 Interest in leasehold land held for own use	按租賃的剩餘租期 Over unexpired term of lease
– 建築物 Building	40年 40 years
– 租賃物業裝修 Leasehold improvements	10年 10 years
– 辦公室傢具 Office furniture	5年 5 years
– 辦公室設備 Office equipment	5年 5 years
– 電腦設備 Computer equipment	4年 4 years
– 車輛 Motor vehicles	5年 5 years

資產的可使用年期及其剩餘價值（如有的話）會每年檢討。

Both the useful life of an asset and its residual value, if any, are reviewed annually.

2 重大會計政策（續）

(c) 物業、機器及設備（續）

管理層會在每個報告年度結束時檢討物業、機器及設備的帳面金額有否出現減值跡象。當資產或所屬的現金產生單位的帳面金額高於可收回數額時，便會在收支結算表內確認減值虧損。資產或所屬的現金產生單位的可收回數額，是以公平價值減處置費用及使用值兩者中較高者計算。在評估使用值時，估計未來現金流量會按除稅前貼現率折讓至現值，而該貼現率應足以反映市場當時所評估的貨幣時間價值與有關資產的獨有風險。假如用以釐定可收回數額的估計基準出現正面的變化，有關的減值虧損便會撥回。

處置或出售任何物業、機器及設備所產生的損益，以出售所得淨額與資產的帳面金額之間的差額釐定，並按處置或出售日期在收支結算表內確認入帳。

(d) 應收款項

應收款項於申訴專員擁有無條件權利可收取代價時予以確認。倘若代價只是隨時間推移即會成為到期應付，則收取代價的權利即為無條件。倘若收入於申訴專員擁有無條件權利可收取代價之前已確認，有關金額會作為合約資產列報。

2 Material accounting policies (continued)

(c) Property, plant and equipment (continued)

The carrying amounts of property, plant and equipment are reviewed for indications of impairment at the end of each reporting period. An impairment loss is recognised in the statement of income and expenditure if the carrying amount of an asset, or the cash-generating unit to which it belongs, exceeds its recoverable amount. The recoverable amount of an asset, or of the cash-generating unit to which it belongs, is the greater of its fair value less costs of disposal and value in use. In assessing value in use, the estimated future cash flows are discounted to their present values using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the assets. An impairment loss is reversed if there has been a favourable change in the estimates used to determine the recoverable amount.

Gains or losses arising from the retirement or disposal of an item of property, plant and equipment are determined as the difference between the net disposal proceeds and the carrying amount of the item and are recognised in the statement of income and expenditure on the date of retirement or disposal.

(d) Receivables

Receivables are recognised when The Ombudsman has an unconditional right to receive consideration. A right to receive consideration is unconditional if only the passage of time is required before payment of that consideration is due. If income has been recognised before The Ombudsman has an unconditional right to receive consideration, the amount is presented as a contract asset.

2 重大會計政策（續）

(d) 應收款項（續）

應收款項其後採用實際利率方法按攤銷成本並包括以下述方式釐定的信貸虧損撥備列帳：

虧損撥備按等同於整個有效期的預期信貸虧損的金額計量，該等信貸虧損預期在應收款項的整個有效期間出現。就所有金融工具而言（包括存款及應收利息），申訴專員確認相等於12個月預期信貸虧損的撥備，除非金融工具信貸風險自初始確認後大幅增加。在此情況下，虧損撥備乃按相等於整個有效期的預期信貸虧損的金額計量。

預期信貸虧損於各報告日期進行重新計量，任何變動均於損益中確認為減值收益或虧損。申訴專員通過虧損撥備帳中應收款項帳面金額所作的相應調整確認減值收益或虧損。

倘若實際上並無收回的可能，應收款項的帳面金額會予沖銷（部分或全部）。這情況通常出現在申訴專員確定債務人沒有資產或收入來源可產生足夠現金流量以償還沖銷的金額。

2 Material accounting policies (continued)

(d) Receivables (continued)

Receivables are subsequently stated at amortised cost using the effective interest method and including allowance for credit losses as determined below:

The loss allowance is measured at an amount equal to lifetime expected credit losses ("ECLs"), which are those losses that are expected to occur over the expected life of the receivables. For all financial instruments (including deposits and interest receivable), The Ombudsman recognises a loss allowance equal to 12-month ECLs unless these has been a significant increase in credit risk of the financial instrument since initial recognition, in which case the loss allowance is measured at an amount equal to lifetime ECLs.

ECLs are remeasured at each reporting date with any changes recognised as an impairment gain or loss in profit or loss. The Ombudsman recognises an impairment gain or loss with a corresponding adjustment to the carrying amount of receivables through a loss allowance account.

The gross carrying amount of receivable is written off (either partially or in full) to the extent that there is no realistic prospect of recovery. This is generally the case when The Ombudsman determines that the debtor does not have assets or sources of income that could generate sufficient cash flows to repay the amounts subject to the write-off.

2 重大會計政策（續）

(e) 應付款項

應付款項按公平價值初始確認。初始確認後，應付款項按攤銷成本列帳。假如貼現影響並不重大，則會按發票額列帳。

(f) 現金及現金等價物

現金及現金等價物包括銀行存款及庫存現金、存放於銀行和其他金融機構的活期存款，以及短期和高流動性的投資。這些投資一般在購入後三個月內到期，可以隨時換算為已知的現金額，而且價值變動方面的風險不大。現金及現金等價物的預期信貸虧損按照附註2(d)所列的政策評估。

(g) 僱員福利

薪金、約滿酬金、有薪年假、度假旅費及申訴專員提供的非金錢性僱員福利的成本，均在僱員提供相關服務的年度內累積計算。倘若延期支付或清繳款項而影響可屬重大，則有關金額會按現值列帳。

2 Material accounting policies (continued)

(e) Payables

Payables are initially recognised at fair value. Subsequent to initial recognition, payables are stated at amortised cost unless the effect of discounting would be immaterial, in which case they are stated at invoice amounts.

(f) Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other financial institutions, and short-term, highly liquid investments that are readily convertible into known amounts of cash and which are subject to an insignificant risk of changes in value, having been within three months of maturity at acquisition. Cash and cash equivalents are assessed for ECLs in accordance with policy as set out in note 2(d).

(g) Employee benefits

Salaries, gratuities, paid annual leave, leave passage and the cost to The Ombudsman of non-monetary employee benefits are accrued in the year in which the associated services are rendered by employees of The Ombudsman. Where payment or settlement is deferred and the effect would be material, these amounts are stated at their present values.

2 重大會計政策（續）

(h) 準備金及或有負債

申訴專員假如須就已發生的事情承擔法律或推定義務，而履行該義務預期可能導致含有經濟效益的資源外流，並且可作可靠的估計，便會提撥準備。假如貨幣時間價值重大，則準備金會按預計履行義務所需資源的現值列帳。

假如含有經濟效益的資源外流的可能性較低，或是無法對有關數額作出可靠的估計，該義務便會披露為或有負債，但如果資源外流的可能性極低則除外。須視乎未來會否發生某項或某些事情才能確定存在與否的義務，亦會披露為或有負債，但如果資源外流的可能性極低則除外。

假如清繳準備金所需的部分或全部開支預期將由另一方償付，則會就任何幾乎肯定的預期償付款項確認一項獨立資產。就償付款項確認的金額不得高於準備金的帳面金額。

2 Material accounting policies (continued)

(h) Provisions and contingent liabilities

Provisions are recognised when The Ombudsman has a legal or constructive obligation arising as a result of a past event, it is probable that an outflow of economic benefits will be required to settle the obligation and a reliable estimate can be made. Where the time value of money is material, provisions are stated at the present value of the expenditure expected to settle the obligation.

Where it is not probable that an outflow of economic benefits will be required, or the amount cannot be estimated reliably, the obligation is disclosed as a contingent liability, unless the probability of outflow of economic benefits is remote. Possible obligations, whose existence will only be confirmed by the occurrence or non-occurrence of one or more future events are also disclosed as contingent liabilities unless the probability of outflow of economic benefits is remote.

Where some or all of the expenditure required to settle a provision is expected to be reimbursed by another party, a separate asset is recognised for any expected reimbursement that would be virtually certain. The amount recognised for the reimbursement is limited to the carrying amount of the provision.

2 重大會計政策（續）

(i) 收入確認

(i) 政府資助金

一筆無條件限制的政府資助金於可收取時會在收支結算表內確認為收入。其他的政府資助金於有理由確信將會收取，而申訴專員亦將會符合各項附帶條件時，便會初始在財務狀況表確認入帳。補償申訴專員開支的資助金，會在開支產生的期間有系統地同時在收支結算表內確認為收入。補償申訴專員資產成本的資助金，會列作遞延政府資助金記入財務狀況表，並按照附註2(c)所列的折舊政策的基準，按相關資產的租賃年期或可使用年期在收支結算表內確認入帳。

(ii) 利息收入

利息收入於產生時按實際利率方法確認入帳。

2 Material accounting policies (continued)

(i) Income recognition

(i) Government subventions

An unconditional Government subvention is recognised as income in the statement of income and expenditure when the grant becomes receivable. Other Government subventions are recognised in the statement of financial position initially when there is reasonable assurance that they will be received and that The Ombudsman will comply with the conditions attaching to them. Subventions that compensate The Ombudsman for expenses incurred are recognised as income in the statement of income and expenditure on a systematic basis in the same periods in which the expenses are incurred. Subventions that compensate The Ombudsman for the cost of an asset are included in the statement of financial position as deferred Government subventions and recognised in the statement of income and expenditure over the period of the lease term or useful live of the related asset on a basis consistent with the depreciation policy as set out in note 2(c).

(ii) Interest income

Interest income is recognised as it accrues using the effective interest method.

2 重大會計政策（續）

(j) 關聯人士

(a) 任何人士或其直系親屬與申訴專員相關聯，假如該人士或其直系親屬：

(i) 可控制或共同控制申訴專員；

(ii) 對申訴專員有重大影響力；或

(iii) 是申訴專員的主要管理層成員。

(b) 假如下述任何情況適用，則某實體與申訴專員相關聯：

(i) 該實體與申訴專員是同一集團的成員（即每一主體、附屬機構及同集團附屬機構相互有關聯）。

(ii) 某一實體是另一實體的聯屬機構或聯辦機構（或另一實體所屬集團成員的聯屬機構或聯辦機構）。

(iii) 兩個實體都是相同第三方的聯辦機構。

2 Material accounting policies (continued)

(j) Related parties

(a) A person, or a close member of that person's family, is related to The Ombudsman if that person:

(i) has control or joint control over The Ombudsman;

(ii) has significant influence over The Ombudsman; or

(iii) is a member of the key management personnel of The Ombudsman.

(b) An entity is related to The Ombudsman if any of the following conditions applies:

(i) The entity and The Ombudsman are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others).

(ii) One entity is an associate or joint venture of the other entity (or an associate or joint venture of a member of a group of which the other entity is a member).

(iii) Both entities are joint ventures of the same third party.

2 重大會計政策（續）

(j) 關聯人士（續）

(b) 假如下述任何情況適用，則某實體與申訴專員相關聯：（續）

(iv) 某一實體是第三方的聯辦機構，而另一實體是第三方的聯屬機構。

(v) 該實體是為申訴專員或申訴專員關聯實體的僱員而設的聘用期結束後福利計劃。

(vi) 該實體受附註2(j)(a)所述的人士所控制或共同控制。

(vii) 附註2(j)(a)(i)所述的人士對該實體有重大影響或是該實體（或其主體）的主要管理層成員。

(viii) 該實體或其所屬集團內任何人士向申訴專員提供主要管理層成員的服務。

一位人士的直系親屬，概指在該人士與實體交易的過程中，可能影響該人士或受該人士影響的家庭成員。

2 Material accounting policies (continued)

(j) Related parties (continued)

(b) An entity is related to The Ombudsman if any of the following conditions applies: (continued)

(iv) One entity is a joint venture of a third entity and the other entity is an associate of the third entity.

(v) The entity is a post-employment benefit plan for the benefit of employees of either The Ombudsman or an entity related to The Ombudsman.

(vi) The entity is controlled or jointly controlled by a person identified in note 2(j)(a).

(vii) A person identified in note 2(j)(a)(i) has significant influence over the entity or is a member of the key management personnel of the entity (or of a parent of the entity).

(viii) The entity, or any member of a group of which it is a part, provides key management personnel services to The Ombudsman.

Close members of the family of a person are those family members who may be expected to influence, or be influenced by, that person in their dealings with the entity.

3 政府資助金及遞延政府資助金

政府資助金是供申訴專員應付日常營運開支的政府撥款。

遞延政府資助金是作為預付租賃費用及購置建築物之用的政府撥款。遞延政府資助金之攤銷，是按預付租賃費用持有作自用的批租土地權益的租約期（54年）及建築物的可使用年期（40年），按照附註2(c)及2(i)(i)載列的會計政策以直線法計算確認入帳。

於2024年3月31日計算，預計遞延政府資助金之攤銷如下：

3 Government subventions and deferred Government subventions

Government subventions represent the funds granted by the Government for daily operations of The Ombudsman.

Deferred Government subventions represent the funds granted by the Government for prepaid lease payments and the purchase of building. Amortisation of deferred Government subventions is recognised on a straight line basis over the period of the lease term of 54 years of interest in leasehold land held for own use for prepaid lease payments and the useful life of 40 years of building in accordance with the accounting policies set out in notes 2(c) and 2(i)(i).

At 31 March 2024, the deferred Government subventions are expected to be amortised as follows:

		2024	2023
一年內並包括在流動負債之內	Within one year and included in current liabilities	**$ 1,814,220**	$ 1,814,220
一年後並包括在非流動負債之內	After one year and included in non-current liabilities	**49,829,338**	51,643,558
		$ 51,643,558	$ 53,457,778

4 營運開支 4 Operating expenses

		2024	2023
僱員福利開支（附註5）	Employee benefit expenses (note 5)	**$ 124,833,311**	$ 123,116,728
物業、機器及設備折舊（附註7）	Depreciation of property, plant and equipment (note 7)	**4,796,836**	3,881,837
差餉及管理費	Rates and management fee	**3,021,479**	3,614,051
短期租賃相關開支	Expense relating to short-term leases	**100,800**	100,800
核數師酬金	Auditor's remuneration	**110,000**	105,000
處置物業、機器及設備之損失	Loss on disposal of property, plant and equipment	**8,600**	651,015
其他開支	Other expenses	**11,819,768**	6,045,605
		$ 144,690,794	$ 137,515,036

5 僱員福利開支 5 Employee benefit expenses

		2024	2023
薪金及津貼	Salaries and allowances	**$ 108,398,798**	$ 105,615,719
約滿酬金	Contract gratuity	**11,138,935**	10,976,503
退休保障費用 – 強制性公積金計劃（「強積金計劃」）（註）	Pension costs – Mandatory Provident Fund Scheme ("the MPF scheme") (Note)	**2,995,124**	3,005,428
未放取之年假	Unutilised annual leave	**(1,005,059)**	(311,575)
其他僱員福利開支	Other employee benefit expenses	**3,305,513**	3,830,653
		$ 124,833,311	$ 123,116,728

註： 申訴專員根據香港《強制性公積金計劃條例》經辦強積金計劃，為在香港《僱傭條例》規管下僱用而未有界定利益退休計劃保障的僱員而設。強積金計劃是由獨立受託人管理的界定供款退休計劃。根據強積金計劃，僱主及僱員各自須按僱員有關入息的5%向計劃供款，每月有關入息以30,000元為上限。向計劃作出的供款即時歸屬僱員，申訴專員並無已沒收供款可用於扣減現行水平的供款。

Note: The Ombudsman operates the MPF scheme under the Hong Kong Mandatory Provident Fund Schemes Ordinance for employees employed under the jurisdiction of the Hong Kong Employment Ordinance and not previously covered by the defined benefit retirement plan. The MPF scheme is a defined contribution retirement plan administered by independent trustees. Under the MPF scheme, the employer and its employees are each required to make contributions to the plan at 5% of the employees' relevant income, subject to a cap of monthly relevant income of HK$30,000. Contributions to the plan vest immediately, there is no forfeited contributions that may be used by The Ombudsman to reduce the existing level of contribution.

6 主要管理層薪酬 6 Key management compensation

		2024	2023
短期僱員福利	Short-term employee benefits	**$ 15,861,917**	$ 15,872,221
聘用期結束後福利	Post-employment benefits	**2,013,580**	1,922,529
		$ 17,875,497	$ 17,794,750

7 物業、機器及設備 7 Property, plant and equipment

		持有作自用的租賃土地權益 Interest in leasehold land held for own use	建築物 Building	租賃物業裝修 Leasehold improvements	辦公室傢具 Office furniture	辦公室設備 Office equipment	電腦設備 Computer equipment	車輛 Motor vehicles	總計 Total
成本：	**Cost:**								
於2023年4月1日	At 1 April 2023	$ 74,900,000	$ 16,800,000	$ 26,765,614	$ 901,907	$ 1,677,719	$ 10,854,279	$ 994,880	$ 132,894,399
增添	Additions	-	-	1,172,800	28,853	566,660	164,330	-	1,932,643
處置	Disposals	-	-	-	(27,022)	(329,109)	(484,589)	-	(840,720)
於2024年3月31日	At 31 March 2024	$ 74,900,000	$ 16,800,000	$ 27,938,414	$ 903,738	$ 1,915,270	$ 10,534,020	$ 994,880	$ 133,986,322
累計折舊：	**Accumulated depreciation:**								
於2023年4月1日	At 1 April 2023	$ 29,399,784	$ 8,842,438	$ 16,037,752	$ 790,768	$ 1,445,328	$ 7,361,670	$ 865,398	$ 64,743,138
年內支出	Charge for the year	1,394,220	420,000	1,224,945	47,293	115,206	1,535,196	59,976	4,796,836
處置後撥回	Written back on disposals	-	-	-	(27,022)	(320,687)	(484,411)	-	(832,120)
於2024年3月31日	At 31 March 2024	$ 30,794,004	$ 9,262,438	$ 17,262,697	$ 811,039	$ 1,239,847	$ 8,412,455	$ 925,374	$ 68,707,854
帳面淨值：	**Net book value:**								
於2024年3月31日	At 31 March 2024	$ 44,105,996	$ 7,537,562	$ 10,675,717	$ 92,699	$ 675,423	$ 2,121,565	$ 69,506	$ 65,278,468

7 物業、機器及設備（續）

7 Property, plant and equipment (continued)

		持有作自用的租賃土地權益 Interest in leasehold land held for own use	建築物 Building	租賃物業裝修 Leasehold improvements	辦公室傢具 Office furniture	辦公室設備 Office equipment	電腦設備 Computer equipment	車輛 Motor vehicles	總計 Total
成本：	**Cost:**								
於2022年4月1日	At 1 April 2022	$ 74,900,000	$ 16,800,000	$ 17,119,036	$ 888,536	$ 1,974,997	$ 9,740,533	$ 994,880	$ 122,417,982
增添	Additions	–	–	10,480,684	31,586	61,345	1,625,809	–	12,199,424
處置	Disposals	–	–	(834,106)	(18,215)	(358,623)	(512,063)	–	(1,723,007)
於2023年3月31日	At 31 March 2023	$ 74,900,000	$ 16,800,000	$ 26,765,614	$ 901,907	$ 1,677,719	$ 10,854,279	$ 994,880	$ 132,894,399
累計折舊：	**Accumulated depreciation:**								
於2022年4月1日	At 1 April 2022	$ 28,005,564	$ 8,422,438	$ 15,665,010	$ 756,017	$ 1,672,508	$ 6,606,334	$ 805,422	$ 61,933,293
年內支出	Charge for the year	1,394,220	420,000	567,801	52,966	120,544	1,266,330	59,976	3,881,837
處置後撥回	Written back on disposals	–	–	(195,059)	(18,215)	(347,724)	(510,994)	–	(1,071,992)
於2023年3月31日	At 31 March 2023	$ 29,399,784	$ 8,842,438	$ 16,037,752	$ 790,768	$ 1,445,328	$ 7,361,670	$ 865,398	$ 64,743,138
帳面淨值：	**Net book value:**								
於2023年3月31日	At 31 March 2023	$ 45,500,216	$ 7,957,562	$ 10,727,862	$ 111,139	$ 232,391	$ 3,492,609	$ 129,482	$ 68,151,261

申訴專員以長期租賃方式持有租賃土地權益。

The Ombudsman's interest in leasehold land is held under long lease.

8 現金及現金等價物

8 Cash and cash equivalents

		2024	2023
銀行現金	Cash at bank	**$ 222,288,794**	$ 179,941,924
庫存現金	Cash in hand	**5,000**	5,000
		$ 222,293,794	$ 179,946,924

9 應付約滿酬金

有關數額是在僱傭合約屆滿時須支付給僱員的約滿酬金。金額為僱員基本薪金的10%至25%（2023年：10%至25%）不等，但扣除僱主的強積金供款。

9 Contract gratuity payable

The amount represents the gratuity payable to staff on expiry of their employment contracts. The amount of gratuity ranges from 10% to 25% (2023: 10% to 25%) of the basic salary less employer's contributions to MPF.

10 稅項

根據《申訴專員條例》附表1A第5(1)條，申訴專員獲豁免繳付根據《稅務條例》徵收的稅項。

10 Taxation

The Ombudsman is exempt from taxation in respect of the Inland Revenue Ordinance in accordance with Schedule 1A Section 5(1) of The Ombudsman Ordinance.

11 承擔

於2024年3月31日計算，按照停車位不可撤銷之營運租賃合約應繳付的最低租賃付款總額如下：

11 Commitments

At 31 March 2024, the total future aggregate minimum lease payments under non-cancellable operating leases in respect of parking spaces are payable as follows:

		2024	2023
於一年內繳付	Within 1 year	**$ 8,400**	$ 8,400

除非在最少一個曆月前以書面通知退租，否則租約仍然有效。

The leases remain in force unless terminated by giving notice in writing of not less than one calendar month.

12 累計資金管理

申訴專員在管理其累計資金時，基本目的是確保申訴專員的財政持續穩健。申訴專員無須承擔外部施加的對累計資金的要求。

12 Management of accumulated funds

The Ombudsman's primary objective when managing its accumulated funds is to safeguard The Ombudsman's ability to continue as a going concern. The Ombudsman is not subject to externally imposed requirements relating to its accumulated funds.

13 金融風險管理及金融工具的公平價值

風險管理由總務及財務組按照申訴專員核准的政策執行。總務及財務組與各營運單位緊密合作，鑑別和評估財務風險。申訴專員所涉及的信貸風險、資金周轉風險、利率風險及貨幣風險如下：

(a) 信貸風險

信貸風險指因交易對手不履行合約義務而對申訴專員造成財務損失的風險。申訴專員的信貸風險主要源自定期存款和現金及現金等價物。申訴專員已訂定信貸政策，並持續監察這方面涉及的信貸風險。

現金存放於信貸評級穩健的金融機構，以盡量減低信貸風險。

信貸風險額上限為財務狀況表內各項金融資產的帳面金額。申訴專員並無提供任何會使其涉及信貸風險的擔保。

(b) 資金周轉風險

申訴專員的政策是定期監察現時及預計的資金周轉需要，以確保維持足夠現金儲備應付短期及較長期的資金周轉需要。

13 Financial risk management and fair values of financial instruments

Risk management is carried out by the General and Finance Section under policies approved by The Ombudsman. The General and Finance Section identifies and evaluates financial risks in close co-operation with the operating units. The Ombudsman's exposure to credit, liquidity, interest rate and currency risks are described below:

(a) Credit risk

Credit risk refers to the risk that a counter party will default on its contractual obligations resulting in a financial loss to The Ombudsman. The Ombudsman's credit risk is primarily attributable to time deposits and cash and cash equivalents. The Ombudsman has a credit policy in place and the exposure to this credit risk is monitored on an ongoing basis.

Cash is deposited with financial institutions with sound credit ratings to minimise credit exposure.

The maximum exposure to credit risk is represented by the carrying amount of each financial asset in the statement of financial position. The Ombudsman does not provide any guarantees which would expose The Ombudsman to credit risk.

(b) Liquidity risk

The Ombudsman's policy is to regularly monitor its current and expected liquidity requirements and to ensure that it maintains sufficient reserves of cash to meet its liquidity requirements in the short and longer term.

13 金融風險管理及金融工具的公平價值（續）

13 Financial risk management and fair values of financial instruments (continued)

(b) 資金周轉風險（續）

下表列載申訴專員的財務負債在報告年度結束時之剩餘合約年期，乃根據未貼現合約現金流及申訴專員可能被要求付款之最早日期編製：

(b) Liquidity risk (continued)

The following table shows the remaining contractual maturities at the end of the reporting period of The Ombudsman's financial liabilities, which are based on contractual undiscounted cash flows and the earliest date The Ombudsman can be required to pay:

	2024 未貼現合約現金外流 Contractual undiscounted cash outflow				
	一年以下或即時到期 Within 1 year or on demand	**一年以上但兩年以下 More than 1 year but less than 2 years**	**兩年以上但五年以下 More than 2 years but less than 5 years**	**未貼現合約現金流總計 Total contractual undiscounted cash flows**	**帳面金額 Carrying amount**
應付約滿酬金 Contract gratuity payable	**$ 10,213,127**	**$ 4,547,993**	**$ 2,405,930**	**$ 17,167,050**	**$ 17,167,050**
其他應付款項及應計費用 Other payables and accruals	**4,782,715**	**–**	**–**	**4,782,715**	**4,782,715**
	$ 14,995,842	**$ 4,547,993**	**$ 2,405,930**	**$21,949,765**	**$ 21,949,765**

	2023 未貼現合約現金外流 Contractual undiscounted cash outflow				
	一年以下或即時到期 Within 1 year or on demand	一年以上但兩年以下 More than 1 year but less than 2 years	兩年以上但五年以下 More than 2 years but less than 5 years	未貼現合約現金流總計 Total contractual undiscounted cash flows	帳面金額 Carrying amount
應付約滿酬金 Contract gratuity payable	$ 5,902,956	$ 5,158,266	$ 2,886,747	$ 13,947,969	$ 13,947,969
其他應付款項及應計費用 Other payables and accruals	6,141,710	–	–	6,141,710	6,141,710
	$ 12,044,666	$ 5,158,266	$ 2,886,747	$ 20,089,679	$ 20,089,679

13 金融風險管理及金融工具的公平價值（續）

(c) 利率風險

利率風險指金融工具的價值因市場利率調整而浮動的風險。申訴專員所涉及的利率風險只有按市場利率計息的銀行結餘。

敏感度分析

估計假如利率整體上升／下跌100個（2023年：100個）基點，而其他變數均維持不變，則申訴專員的盈餘及累積資金於2024年3月31日便會增加約197,000元（2023年：183,000元）。

以上的敏感度分析，是假定利率變動在報告年度結束當日已出現，並已應用到同日可能導致申訴專員涉及利率風險的金融工具內。100個基點的升跌，是管理層評估該年度結束當日至下一報告年度之內可能出現的合理利率變動而得出的。有關分析所依據的基準與2023年相同。

(d) 貨幣風險

申訴專員的所有交易均以港元計算，故不涉及任何貨幣風險。

13 Financial risk management and fair values of financial instruments (continued)

(c) Interest rate risk

Interest rate risk is the risk that the value of a financial instrument will fluctuate due to changes in market interest rates. The Ombudsman's only exposure to interest rate risk is via its bank balances which bear interest at market rates.

Sensitivity analysis

At 31 March 2024, it is estimated that a general increase/decrease of 100 (2023: 100) basis points in interest rates, with all other variables held constant, would have increased The Ombudsman's surplus and accumulated funds by approximately $197,000 (2023: $183,000).

The sensitivity analysis above has been determined assuming that the change in interest rates had occurred at the end of the reporting period and had been applied to the financial instruments which expose The Ombudsman to interest rate risk at that date. The 100 basis points increase or decrease represents The Ombudsman's assessment of a reasonably possible change in interest rates over the period until the next annual reporting period. The analysis is performed on the same basis for 2023.

(d) Currency risk

The Ombudsman has no exposure to currency risk as all of The Ombudsman's transactions are denominated in Hong Kong dollars.

13 金融風險管理及金融工具的公平價值（續）

(e) 公平價值衡量

申訴專員的金融工具以成本或攤銷成本入帳的帳面金額，與其於2024年及2023年3月31日的公平價值並無重大差異。

13 Financial risk management and fair values of financial instruments (continued)

(e) Fair value measurement

The carrying amounts of The Ombudsman's financial instruments carried at cost or amortised cost were not materially different from their fair values at 31 March 2024 and 2023.

14 重大關聯人士交易

涉及主要管理層人員的交易

主要管理層所有成員的酬金已在附註6披露。

14 Material related party transactions

Transactions with key management personnel

Remuneration of all members of key management personnel is disclosed in note 6.

15 截至2024年3月31日止年度已頒布但尚未生效的修訂、新準則及詮釋可能帶來的影響

截至本財務報表刊發日期止，香港會計師公會已頒布多項修訂，但在截至2024年3月31日止年度尚未生效，亦沒有在本財務報表中採納，當中包括以下可能與申訴專員相關的修訂：

15 Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2024

Up to the date of issue of these financial statements, the HKICPA has issued a number of amendments, which are not yet effective for the year ended 31 March 2024 and which have not been adopted in these financial statements. These developments include the following which may be relevant to The Ombudsman.

15 截至2024年3月31日止年度已頒布但尚未生效的修訂、新準則及詮釋可能帶來的影響（續）

15 Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2024 (continued)

	於下列日期或之後開始的會計期間生效 Effective for accounting periods beginning on or after
《香港會計準則》第1號之修訂：*財務報表的呈列：負債分類為流動或非流動* Amendments to HKAS 1, *Presentation of financial statements: Classification of liabilities as current or non-current*	2024年1月1日 1 January 2024
《香港會計準則》第1號之修訂：*財務報表的呈列：附帶契諾的非流動負債* Amendments to HKAS 1, *Presentation of financial statements: Non-current liabilities with covenants*	2024年1月1日 1 January 2024
《香港財務報告準則》第16號之修訂：*租賃：售後租回的租賃負債* Amendments to HKFRS 16, *Leases: Lease liability in a sale and leaseback*	2024年1月1日 1 January 2024
《香港會計準則》第7號之修訂：*現金流量表*及《香港財務報告準則》第7號之修訂：*金融工具：對供應商融資安排的披露* Amendments to HKAS 7, *Statement of cash flows* and HKFRS 7, *Financial Instruments: Disclosures: Supplier finance arrangements*	2024年1月1日 1 January 2024
《香港會計準則》第21號之修訂：*匯率變動的影響：缺乏可兑換性* Amendments to HKAS 21, *The effects of changes in foreign exchange rates: Lack of exchangeability*	2025年1月1日 1 January 2025

申訴專員現正評估該等修訂於初次應用期間所造成的影響。至目前為止，申訴專員認為採納該等修訂不大可能會對本財務報表構成重大影響。

The Ombudsman is in the process of making an assessment of what the impact of these developments is expected to be in the period of initial application. So far The Ombudsman has concluded that the adoption of them is unlikely to have a significant impact on the financial statements.

申訴人約章
Complainants Charter

公署竭誠為市民提供優質服務。為充分履行職務，公署與申訴人訂立以下約章：

We endeavour to provide a high standard of service to the public. In fully discharging our duties, this Office has drawn up the following Charter:

公署的承諾

- 專業、公正及有效率地處理申訴
- 適時知會申訴人查訊的進度及結果
- 清楚解釋公署的決定
- 保障申訴人的私隱
- 對市民有禮及尊重

Our Commitment

- Handle complaints in a professional, impartial and efficient manner
- Keep complainants informed of the progress and outcome of our inquiries
- Explain our decisions clearly
- Protect complainants' privacy
- Treat the public with courtesy and respect

申訴人若不滿意查訊結果，可來函公署及提出理據要求覆檢個案。若對個別職員或服務有任何意見，可向公署專責總行政主任提出。公署會秉持專業公正的精神跟進個案。

Complainants not satisfied with our findings may write to this Office and state the grounds for a review of their cases. Any views on individual staff or our services may be directed to our dedicated Chief Manager. We will take follow-up action with professionalism and fairness.

申訴人的責任

- 清楚説明申訴事項
- 適時提供真確的資料（包括事件經過、可供核實其身份及確定聯絡方法的所需資料等）
- 配合查訊工作
- 以合理的態度提出申訴
- 對職員有禮及尊重

Complainants' Responsibilities

- State clearly the issues of complaint
- Provide true and accurate information (including an account of events, the required information for verification of their identity and determination of their traceability, etc.) in a timely manner
- Cooperate in our inquiries
- Lodge complaints in a reasonable manner
- Treat the staff with courtesy and respect

若申訴人未能配合，查訊進度及／或結果可能會受影響。屆時公署會視乎實際情況，決定採取適當措施，包括根據所獲得的證據作出判斷，或終止查訊等。

If complainants are not cooperative, the progress and/or outcome of our inquiries may be affected. In such circumstances, we will take proper actions as appropriate, such as making our decision on the basis of available evidence or terminating the inquiry.

中國香港申訴專員公署
Office of The Ombudsman, Hong Kong, China

地址 Address	香港干諾道中 168-200 號 信德中心招商局大廈 30 樓 30/F, China Merchants Tower Shun Tak Centre 168-200 Connaught Road Central Hong Kong
郵箱 Post Box	香港郵政總局信箱 3300 號 G.P.O. Box No. 3300, Hong Kong
查詢及投訴熱線 Enquiry and Complaint Hotline	(852) 2629 0555
傳真 Fax	(852) 2882 8149
查詢電郵 Enquiry Email	enquiry@ombudsman.hk
投訴電郵 Complaint Email	complaints@ombudsman.hk
網址 Website	www.ombudsman.hk

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